CONTRACT L-70717D
(Task Order)

The following information has been determined to be exempt from disclosure and has been deleted from the contract:

- Monetary amounts under Number 8 on Page 8 of 61
- Bonus amount under Number 9 on Page 9 of 61
- ATV amount, premium, and total ATV under Number 10 on Page 9 of 61
- Service requirement percent and bonus amount under Number 1(m) on Page 31 of 61
- IFM Appliance System price under Number 2(e) on Page 32 of 61
- IFM Appliance Delivery and Installation price under Number 3(i) on Page 33 of 61
- Maintenance Support Price under Number 4(h) on Page 33 of 61
- Maintenance Critical Support price under Number 5(h) on Page 34 of 61
- The Projected Year 1, 2, and 3 service cost and the G&A fee percent on Page 43 of 61
- G&A fee and the costs in Lines 1, 2, & 3 on Page 44 of 61
- Discount and costs in both tables on Page 45 of 61

The deleted material is exempt from disclosure under 14 C.F.R. 1206.300(b)(4) which covers trade secrets and commercial or financial information obtained from a person and privileged and confidential information. It has been held that commercial or financial material is "confidential" for purposes of this exemption if its disclosure would be likely to have either of the following effects: (1) impair the Government's ability to obtain necessary information in the future; or (2) cause substantial harm to the competitive position of the person from whom the information was obtained, National Parks and Conservation v. Morton, 498 F2.d 765 (D.C. Cir. 1974).

ACS Government Solutions Group
ODIN Master Contract
NAS5-98145
Delivery Order Number L-70717D

Introduction

In accordance with the Outsourcing Desktop Initiative for NASA (ODIN) Master Contract paragraph A.1.2.2, NASA DOSP, NASA Langley has selected ACS Government Solutions Group to provide the delivery order services. As prescribed in paragraph A.1.3.2, NASA procedures for issuing orders, the information specific to this delivery order is as follows:

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I. GENERAL DELIVERY ORDER REQUIREMENTS

1. **LaRC Scope of ODIN:** The Langley Research Center (LaRC) hereby subscribes to ODIN Desktop (including network), Server, Phone, Fax, LAN, Remote Communication and local video services. These services shall also be provided to off-site facilities considered part of LaRC and for NASA employees who have supported equipment with them on travel, for telecommuting or otherwise checked out for off-Center use. Unless specifically limited within this document, the scope of these services shall pertain to the full range and extent of services as described under the ODIN Master Contract, and the ODIN Contractor shall assume full responsibility for all facets of the delivery of these services.

   The Government will retain ownership of the entire LaRC cable plant and the network electronics infrastructure. The cable plant includes the cabling for the telephone system, the Langley Research Center Network (LaRCNET), the video distribution system, and the peripheral circuits used for alarm circuits and monitoring environmental systems. The phone system, fax services for LaRC-owned fax machines, and video distribution, teleconferencing and Integrated Services Digital Network (ISDN) services will be the responsibility of the ODIN Contractor. The Government will also retain responsibility for the following functions: policy, technical & LaRCNET standards/ architectures, and planning and advanced development in the areas of IT security, remote communications, video, cable plant, network electronics, network services and LAN interfaces. The term "technical & LaRCNET standards/architectures" refers to the Government's plan to continue to adhere to technical industry and LaRC network standards, and associated architectures for systems that are currently deployed and/or may be deployed at LaRC in the future. The term "planning and advanced development" refers to Government activities directed towards the planning, evaluation, and testing of advanced communications technologies that will enhance LaRC's capabilities and assure LaRC's ability to remain technologically competitive. Joint Government/ODIN activities/endeavors will primarily be associated with the transitioning of new technology in the above technical areas from a state of evaluation and testing to one of production (operations and management).

   The Contractor shall provide all services, as defined in the Master ODIN contract as further defined herein.

2. **Period of Performance:** The period of performance of this Delivery Order (DO) shall be thirty six (36) months, beginning November 1, 2000, and ending October 31, 2003. In accordance with the Contractor proposal, Phase In shall begin on September 01, 2000 and be completed by October 31, 2000. Transition will commence on November 1, 2000 and conclude on April 30, 2001.

3. **Delivery Order Value:** The unit prices set forth in the LaRC Price Model, also referred to as the LaRC Price List and Ordering Quantities, attached hereto as Attachment III, are applicable to the services ordered under this DO. The LaRC Price

List and Ordering Quantities shall be maintained and made electronically accessible to the Government. Price Lists shall not include the Enterprise Discount price reduction. The Enterprise discount shall be shown separately on, and deducted from, the Contractor's monthly invoice. Additionally, the catalog volume discount shall be shown separately on, and deducted from, the invoice for the third month of each quarter of performance.

- The vendor shall provide all services as identified on Attachment III, NASA LaRC ODIN Price List and Ordering Quantities.
- The total estimated value of this Delivery Order is ~~$37,400,000.00~~ **$46,048,136.52 [Mod 52, 5/2/03]**

4. **Ordering:** The ordering center for this Delivery Order is NASA Langley Research Center. In accordance with A.1.4 of the Master Contract, Modification 3, authorizing officials are:
   (a) Delivery Order Contracting Officer (DOCO): ~~Ms. Marie Smith~~ **C. Lynn Jenkins [Mod 23, 10/25/01]**
   (b) Delivery Order Contracting Officer's Technical Representative (DOCOTR): Mr. Sam McPherson.
   (c) Alternate Delivery Order Contracting Officer's Technical Representative: Ms. Susan Lemon.

5. **Virginia Sales and Other Applicable Taxes:** Applicable taxes shall be included in ODIN prices.

6. **Due Diligence Price Adjustment:** Not withstanding Section A.1.1 of the Master Contract, there is no one-time Due Diligence Price adjustment for this Delivery Order.

7. **Key Positions:** The following positions shall be maintained at LaRC:
   (a.)Project Manager
   (b.)Chief Architect/ Project Engineer
   (c.)Customer Outreach Advocate
   (d.)Asset Management Manager
   (e.)Service Delivery Manager

8. **Metric Performance Retainage Pool and Performance Retainage Pool:** For this Delivery Order, the Metric Performance Retainage Pool (MPRP) referenced in Master Contract Section A.1.8(b) is [redacted]. The Performance Retainage Pool (PRP) is [redacted] as stated in the Master Contract. ~~**Both the PRP and the MPRP will be awarded on an all-or-none basis.**~~ **The MPRP will be awarded on an all-or-none basis for each of the 4 ODIN service areas: Desktop, Phone, Fax, and Local Video. The PRP will be awarded on a discretionary basis (i.e., all, partial, or none). [Mod 25, 2/14/02]**

9. **Transition Bonus:** In accordance with Contract Section A.1.7, a transition bonus in the amount of up to [redacted] is available for the ODIN Contractor for completing a smooth transition at the Langley Research Center.

10. **Asset Transition:**
The ODIN Contractor has submitted an initial Asset Transition Value (ATV) of [redacted]. The ATV, shall be re-calculated in accordance with the following Contractor Asset Transition Value (ATV) Methodology: The ATV for desktop seats at LaRC is 1.5 times (unrecovered value of desktop hardware at the end of the delivery order). This number includes the residual value of the desktop hardware plus cost of desktop service delivery infrastructure (excludes any telephone and network infrastructure) plus value of remaining software licenses. The [redacted] premium is an estimate of the unrecovered infrastructure and software costs the Contractor expects to expend in supporting LaRC. In addition to desktop ATV, expenditures for any new equipment required to support non-refresh seats and infrastructure components will be included in the total ATV at [redacted] of the value. ~~**A Catalog Asset Transition Value (CATV), as defined in the Master Contract and DOSP, shall also be included as a separate item whenever the ATV is provided or otherwise re-calculated.**~~ **Consistent with Master Contract NAS5-98145 Paragraph A.1.14(b)(1), ASSET TRANSITION, catalog items do not have a separate ATV since any asset value should have been factored into the initial catalog purchase price. However, since catalog purchases include 36 months of maintenance services, a CATV for credit of the unused maintenance should be included in the report. [Mod 32, 5/14/02]** At a minimum, a revised ATV and CATV shall be provided once at the end of the first year of the DO, semi-annually during the second year, quarterly throughout the third year of the DO. **The ATV/CATV report shall be received within 30 days following the end of each required reporting period. [Mod 32, 5/14/02]**

11. **Availability of Asset Management Tool:** The Contractor's asset management tools and system shall be deployed to all ODIN GP/SE full seat desktops, fully operational, and available for use by February 1, 2001 unless waived by the DOCOTR. Success in meeting this metrics is a factor in determining the amount of the Transition Bonus that may be awarded.

12. **Asset Tracking and Management:** Government assets (i.e., computer seats) which are to be maintained by the ODIN Contractor will be provided to the ODIN Contractor, along with all other available pertinent information for each seat, including any available warranty information including that for MA seats. These assets are to be maintained by the ODIN Contractor and ultimately replaced via refresh activities for GP/SE seats. During the lifecycle of the Government asset, the property will be tracked in NEMS by NASA.

13. **Delivery Order Tracking:** The Contractor shall provide and maintain an electronic ODIN seat sign-up/change tool tailored for LaRC (i.e., on-line DO tracking), initially importing the inventory data from the LaRC ODIN Seat Sign-Up System (OSSS) and

from other initial data provided by the Government. The Contractor's tool shall be in place, fully operational, and available for sign-up/changes on November 1, 2000. This tool shall include LaRC-unique approvals for adding, revising, or subtracting ODIN seats.

This database shall comprise the current sign-up quantities and value of the DO. This database shall include all services, along with quantities and pricing for each, included in the current total DO. A copy of the database shall be archived monthly, on approximately the 15th of each month, for future reconciliation purposes and this data shall be retained for the life of the DO. The ODIN Contractor shall update the database on a real-time basis based on approved changes within the sign-up tool.

14. **Non-Disclosure**: The Contractor shall require each employee with potential access to any information and/or data available to them as a result of the performance of this DO, to sign non-disclosure statement certifications prior to commencing performance of duties, which might result in access to such information and/or data. A copy of the non-disclosure statement has been provided to the Contracting Officer.

15. **Limitation of Funds , (Fixed-Price Contract) (March 1989), NASA FAR Supplement Clause 1852.232-77:**

(a) Of the total price of items being procured under this Delivery Order, the sum of ~~$2,000,000.00~~ **$43,230,768.61 [Mod 55, 5/12/03]** is presently available for payment and allotted to this contract. It is anticipated that from time to time additional funds will be allocated to the contract in accordance with the following schedule, until the total price of said items is allotted: During the period of performance ~~an Optional Form 347~~ **a Standard Form 30 [Mod 24, 12/17/01]** will be issued indicating incremental funding available and the respective items and quantities to be ordered.

(b) The Contractor agrees to perform or have performed work on the items specified in paragraph (a) of this clause up to the point at which, if this contract is terminated pursuant to the Termination for Convenience of the Government clause of this contract, the total amount payable by the Government (including amounts payable for subcontracts and settlement costs) pursuant to paragraphs (f) and (g) of that clause would, in the exercise of reasonable judgment by the Contractor, approximate the total amount at the time allotted to the contract. The Contractor is not obligated to continue performance of the work beyond that point. The Government is not obligated in any event to pay or reimburse the Contractor more than the amount from time to time allotted to the contract, anything to the contrary in the Termination for Convenience of the Government clause notwithstanding.

(c) (1) It is contemplated that funds presently allotted to this contract will cover the work to be performed until ~~December 17, 2000~~ **October 31, 2003 [Mod 48, 2/21/03]**.
(2) If funds allotted are considered by the Contractor to be inadequate to cover the work to be performed until that date, or an agreed date substituted for it, the

Contractor shall notify the Contracting Officer in writing when within the next 60 days the work will reach a point at which, if the contract is terminated pursuant to the Termination for Convenience of the Government clause of this contract, the total amount payable by the Government (including amounts payable for subcontracts and settlement costs) pursuant to paragraphs (f) and (g) of that clause will approximate 85 percent of the total amount then allotted to the contract.

(3) (i) The notice shall state the estimate when the point referred to in paragraph (c)(2) of this clause will be reached and the estimated amount of additional funds required to continue performance to the date specified in paragraph (c)(1) of this clause, or an agreed date substituted for it.

(ii) The Contractor shall, 60 days in advance of the date specified in paragraph (c)(1) of this clause, or an agreed date substituted for it, advise the Contracting Officer in writing as to the estimated amount of additional funds required for the timely performance of the contract for a further period as may be specified in the contract or otherwise agreed to by the parties.

(4) If, after the notification referred to in paragraph (c)(3)(ii) of this clause, additional funds are not allotted by the date specified in paragraph (c)(1) of this clause, or an agreed date substituted for it, the Contracting Officer shall, upon the Contractor's written request, terminate this contract on that date or on the date set forth in the request, whichever is later, pursuant to the Termination for Convenience of the Government clause.

(d) When additional funds are allotted from time to time for continued performance of the work under this contract, the parties shall agree on the applicable period of contract performance to be covered by these funds. The provisions of paragraphs (b) and (c) of this clause shall apply to these additional allotted funds and the substituted date pertaining to them, and the contract shall be modified accordingly.

(e) If, solely by reason of the Government's failure to allot additional funds in amounts sufficient for the timely performance of this contract, the Contractor incurs additional costs or is delayed in the performance of the work under this contract, and if additional funds are allotted, an equitable adjustment shall be made in the price or prices (including appropriate target, billing, and ceiling prices where applicable) of the items to be delivered, or in the time of delivery, or both.

(f) The Government may at any time before termination, and, with the consent of the Contractor, after notice of termination, allot additional funds for this contract.

(g) The provisions of this clause with respect to termination shall in no way be deemed to limit the rights of the Government under the default clause of this contract. The provisions of this Limitation of Funds clause are limited to the work on and allotment of funds for the items set forth in paragraph (a) of this clause. This clause shall become inoperative upon the allotment of funds for the total price of said work except for rights and obligations then existing under this clause.

(h) Nothing in this clause shall affect the right of the Government to terminate this contract pursuant to the Termination for Convenience of the Government clause of this contract.

(End of clause)

16. **SB/SDB Goals-Contract Section A.1.2.2. (d) (4):** The subcontracting goal for this Delivery Order for Small Businesses (SB) is 45%, which is stated as a percentage of total Delivery Order dollars. As a subset of that amount, the Small Disadvantaged Business (SDB) goal is 38% of total Delivery Order dollars. Additionally, the Small Woman-Owned Business goal is 2%, and the Hub Zone goal is 1.5% of total Delivery Order dollars.

17. **Computers for Learning:** The Contractor shall donate outgoing ODIN hardware for Computers for Learning/Stevenson-Wydler-type activities as follows: at least 50% of all out-going from the Center (i.e., a seat that has been refreshed once by ODIN, upon being refreshed a second, or more, time) ODIN-owned computer hardware shall be provided, at no cost, to schools. This activity shall be coordinated with the Government and reported in accordance with LaRC DRD 1. All donated hardware shall be operational (i.e., operating systems, cables, etc. included).

18. **Government Property:** The following property clause is incorporated by reference: FAR 52.245-2 Government Property (Fixed Price Contracts). Additionally, NASA FAR Supplement (NFS) 1852.245-71, Installation-Accountable Government Property, and NFS 1852.245-77, List of Installation-Accountable Property and Services, are hereby included in full text below:

NFS 1852.245-71, INSTALLATION-ACCOUNTABLE GOVERNMENT PROPERTY (JUNE 1998), ALTERNATE 1 (MARCH 1989)

(a) The Government property described in the clause at 1852.245-77, List of Installation- Accountable Property and Services, shall be made available to the Contractor on a no-charge, non-interference basis for use in performance of this contract. This property shall be utilized only within the physical confines of the NASA installation that provided the property. Under this clause, the Government retains accountability for, and title to, the property, and the Contractor assumes the following user responsibilities:

Per specific Delivery Order requirements, provide maintenance, repair, upgrade, enhancement, refresh, and coordination with Government personnel of physical location, status, and condition of Government property for which the Contractor provides purchased support. Use of Government property listed as available for use at clause 1852.245-77 is permitted in the performance of this Delivery Order on an as-available and as-is basis. Should any item listed as available therein either not be available for use or else no longer be fit for use to meet the needs of the Contractor in the performance of this Delivery Order, the Contractor shall promptly notify the COTR, and, as required for its performance, the Contractor shall provide the replacement item for their own use. Any such replacement item shall be the property of and the full responsibility of the Contractor.

The Contractor shall establish and adhere to a system of written procedures for compliance with these user responsibilities. Such procedures must include holding employees liable, when appropriate, for loss, damage, or destruction of Government property.

(b) (1) The official accountable recordkeeping, physical inventory, financial control, and reporting of the property subject to this clause shall be retained by the Government and accomplished by the installation Supply and Equipment Management Officer (SEMO) and Financial Management Officer. If this contract provides for the Contractor to acquire property, title to which will vest in the Government, the following additional procedures apply (NOT APPLICABLE):

(3) The Contractor's purchase order shall require the vendor to deliver the property to the installation central receiving area;

(i) The Contractor shall furnish a copy of each purchase order, prior to delivery by the vendor, to the installation central receiving area:

(ii) The Contractor shall establish a record of the property as required by FAR 45.5 and 1845.5 and furnish to the Industrial Property Officer a DD Form 1149 Requisition and Invoice/Shipping Document (or installation equivalent) to transfer accountability to the Government within 5 working days after receipt of the property by the Contractor. The Contractor is accountable for all Contractor-acquired property until the property is transferred to the Government's accountability.

(iii) Contractor use of Government property at an off-site location and off-site subcontractor use require advance approval of the contracting officer and notification of the SEMO. The Contractor shall assume accountability and financial reporting responsibility for such property. The Contractor shall establish records and property control procedures and maintain the property in accordance with the requirements of FAR Part 45.5 until its return to the installation.

(iv) After transfer of accountability to the Government, the Contractor shall continue to maintain such internal records as are necessary to execute the user responsibilities identified in paragraph (a) and document the acquisition, billing, and disposition of the property. These records and supporting documentation shall be made available, upon request, to the SEMO and any other authorized representatives of the contracting officer (NOT APPLICABLE).

(4) The Contractor shall not utilize the installation's central receiving facility for receipt of Contractor-acquired property. However, the Contractor shall provide listings suitable for establishing accountable records of all such property received, on a quarterly basis, to the Contracting Officer and the Supply and Equipment Management Officer.

(End of clause)

19. **Installation-Accountable Property and Services:** NASA FAR Supplement (NFS) 1852.245-77, in full text below, lists available installation-accountable property and services. All property and services listed therein as being available for Contractor-use are provided on an as-available, as-is basis. Should any property listed below as being available for Contractor-use either not be available, or not be in serviceable condition for its intended purpose, the Contractor shall provide their own replacement property for their use.

NFS 1852.245-77, LIST OF INSTALLATION-ACCOUNTABLE PROPERTY AND SERVICES (JULY 1997)

In accordance with the clause at 1852.245-71, Installation-Accountable Government Property, the Contractor is authorized use of the types of property and

services listed below, to the extent they are available, in the performance of this contract within the physical borders of the installation which may include buildings and space owned or directly leased by NASA in close proximity to the installation, if so designated by the Contracting Officer.

(a) Office space and work area space as described herein, and utilities. Government telephone lines, for both local and long distance purposes, are available for official purposes only; pay telephones are available for Contractor employees for unofficial calls.

(b) General- and special-purpose equipment, including office furniture as set forth in the DOSP and/or Delivery Order.

(1) Equipment/items to be made available for use as set forth in the DOSP. The Government retains accountability for this property under the clause at 1852.245-71, Installation-Accountable Government Property, regardless of its authorized location. Additionally, Government-owned items requiring Contractor maintenance coverage are defined in the Master Contract and herein.

(2) If the Contractor acquires property, title to which vests in the Government pursuant to other provisions of this contract, this property also shall become accountable to the Government upon its entry into Government records as required by the clause at 1852.245-71, Installation-Accountable Government Property (NOT APPLICABLE).

(3) The Contractor shall not bring to the installation for use under this contract any property owned or leased by the Contractor, or other property that the Contractor is accountable for under any other Government contract, without the Contracting Officer's prior written approval. However, advance approval is not required for items listed in the Contractor's asset management database and provided for the Government's use under this contract.

(c) Diesel fuel for ODIN-supported Government-owned generators.

(d) Spares as set forth in the Delivery Order.

(e) Use of the LaRC Distributed Mass Storage System (DMSS) for LaRC computer back-up purposes.

(f) Use of the facility 1268 LaRCNET Development Lab (room 2215 of building 1268B), upon scheduling and as available.

(g) Janitorial services for provided office space.

(h) On-Center mail services for official LaRC ODIN use.

(i) Use of the Center's existing internet service for official LaRC ODIN use.

(j) Existing infrastructure hardware items necessary for performing assigned tasks.

(k) Software licenses as available and needed for LaRC support, including Remedy software.

(l) Safety and fire protection for Contractor personnel and facilities.

(m) Installation service facilities: Conference and training facilities as required for customer interface activities or training, as available and as scheduled/coordinated with Points of Contact and/or facility coordinators.

(n) Medical treatment of a first-aid nature for Contractor personnel injuries or illnesses sustained during on-site duty.

(o) Cafeteria privileges for Contractor employees during normal operating hours.

(p) Building maintenance for facilities occupied by Contractor personnel.

(q) The user responsibilities of the Contractor are defined in paragraph (a) of the clause at 1852.245-71, Installation-Accountable Government Property.

(End of clause)

LaRC will provide, for the ODIN Contractor's use in performing the services required under the Delivery Order, on-site floor space up to the quantities indicated as follows and other identified office space agreed to with the DOCOTR: 3000 sq. ft. of space in building 1268 currently used for servers, the Help Desk and Network Control Center, 3300 sq. ft. in building 1201 currently used for Network Operations, and 1280 sq. ft. of Conex storage located behind building 1201. The facilities/space includes custodial, security, and utilities. Seats for ODIN on-site personnel, e.g., telephones and computers, are not included in the Government seat count and will need to be provided by the ODIN Contractor. Other personnel space is provided in buildings with large user population to house distributed support personnel. There are several other buildings/rooms that are provided and used exclusively for network and telephone equipment. The Government offers the above-described on-site space at no charge.

20. **Data Requirements Documents (DRD's):** In addition to the DRD's required by the Master Contract, DRD's numbered LaRC 1, 2, 3, 4, 5 **~~and~~** 6**, and 7 [Mod 32, 5/14/02]** and attached hereto as Attachment I are hereby included in this Delivery Order.

21. **Formal Agreements/Memorandum of Understanding:** The Contractor shall have appropriate Memorandums of Understanding and/or other formal agreements in place in order to avoid service delivery or other performance-affecting issues. At a minimum, agreements shall exist for the following functional areas: LaRC Property Control, Facilities Management/Maintenance, LaRC IT Security Officer, local telephone carrier(s), other ODIN contractors, and LaRC non-ODIN IT support contractors.

22. **Logistics and Property Management Support:** The Government will maintain property records for all Government-owned property. The ODIN Contractor shall pick-up all ODIN supported Government-owned equipment identified for excess by end-user organizations (Codes).

For desktop system Prior to pickup, the ODIN Contractor is required to verify that user data is properly dispositioned. After pickup, the hard disk must be wiped clean in accordance with existing policies and procedures. After wiping disks and prior to excessing, the ODIN Contractor shall install the current baseline operating systems on the computer equipment in accordance with existing policies and procedures.

Items are to be turned over to the LaRC Property Disposal Officer's representative at the on-Center location that the LaRC Property Disposal Officer delegates. Reference the following for property related documents: NASA Policy Directive (NPD 4200.1) for Equipment Management (2/27/97 or as updated); and NASA Policy Guidelines (NPG 4200.1E, or as updated) NASA Equipment Management Manual (7/2/99, or as updated).

23. **Liability:** Liability for the loss of Contractor-provided workstations shall be in accordance with the terms and conditions outlined in clause A.1.20 of the Master Contract. In the event of asset losses, the Contractor shall conduct the investigations and, if theft is suspected, shall request the assistance of Center security to ascertain pertinent facts and recover lost equipment. The Contractor shall keep accurate records of losses that are not recovered and deliver this information as set forth in the associated DRD.

24. **Monthly Invoice Periods:** Invoices shall be submitted monthly for the previous month's services. Services that are cancelled after the 15th of the month shall be invoiced for the whole month, and services cancelled on or before the 15th of the month shall not be invoiced for that month. Additionally, services that are installed or in effect after the 15th of the month shall not be invoiced for that month, and services installed or in effect on or before the 15th of the month shall be invoiced for the whole month. Temporary seats are excluded from these invoicing definitions.

25. **Addition of New Seats:** The Contractor shall provide new seats appropriately configured for the seat type, including any catalog-ordered augmentations, within ten (10) working days of notification. For new desktop seats, the platform delivered shall meet or exceed the Contractor's appropriate baseline ~~**NSTL**~~ **Alterion [Mod 25, 2/14/02]** ranking using the ~~**NSTL**~~ **Alterion [Mod 25, 2/14/02]** rankings that are current at the time the new seat request notification is received. In addition, new seats delivered as the result of growth in the Delivery Order do not count towards the annual refresh quota.

26. **Seat and Service Level Changes:** At any time during the Delivery Order period of performance, the Government reserves the right to unilaterally change any seat subscriptions or service levels, and not withstanding catalog purchases, no one-time charge shall result. If the Government changes a seat type during the Delivery Order, e.g., from a GP1 to a GP3 for a person moving from a traditional desktop system to a portable system with a docking station, the monthly seat price shall change to the existing cost of the new seat type, but no one-time costs shall be levied. Upon request, the DOCOTR will have the responsibility to ensure that the seat change requests of this type are needed to meet mission requirements.

27. **Documentation:** The Contractor shall maintain documentation for systems under their support and shall maintain the Environment Description Documents for LaRC for ODIN supported systems as part of the fixed seat price. The Environment Description documents shall be updated on a semi-annual basis from the start of the Delivery Order.

These records shall maintain detailed technical information on the design, installation, maintenance, operation, augmentation, and decommissioning of infrastructure services. The Contractor shall maintain physical and logical drawings of all systems under the scope of ODIN including major components (servers, storage devices,

switches, hubs, concentrators, repeaters, bridges, media converters, etc.) making up the institutional ODIN infrastructure.

Physical installations shall be recorded on as-built drawings. The as-built drawings shall identify, at a minimum, the locations of devices, inside and outside cable runs, cable terminations, pair assignments, device and cable types/manufacturers, and labeling conventions for cable media, devices, patch panels, etc. The Contractor shall give particular attention to concealed work that would be difficult to record at a later date such as cable runs through the LARC manhole system. The Contractor shall coordinate the creation/revision of these drawings with other LARC organizations and Contractors as directed by the DOCOTR.

For each service, the record shall have all the information required to understand and/or operate the service. All documents created and/or revised by the ODIN Contractor shall be interchangeable with existing LARC documents and tools. All documentation shall be the property of the government and shall be furnished upon request by the LaRC DOCOTR. For additional information regarding existing documentation and development tools in use at LaRC, please refer to the environment description.

28. **Seat and Service Model Variations:** The Contractor shall support the seat service variations in Addendum 1 of this document.

29. **Technology Refresh:** Unless waived by the DOCOTR, the Contractor shall not reduce, as compared to the previous version, any performance specifications of the purchased ODIN desktop seat, e.g., each succeeding revision shall be of equal to or greater capability than the last, including CPU, monitor, memory, printer, fax, etc. When portable computers are refreshed they must be replaced with machines of similar functionality with current technology and units of equal to or better physical size and weight (i.e., smaller and lighter.) "Waterfall" hardware shall not be used to satisfy new seat requirements or refreshed seat requirements. Seat refresh shall begin no later than January 2001 and shall be accomplished on the following schedule: For those GP and SE seats enrolled at initial sign-up (those seats enrolled as of 15 November 2000), the contractor shall refresh (nominally) 30% of the seats by November, 2001 (i.e., by the end of the first delivery order year), 60% by the end of the second year, and the remaining 10% by the end of the third year of the delivery order. GP and SE Seats enrolled after initial sign-up with government equipment provided shall be refreshed using the 1/n methodology (1/3 of these seats shall be refreshed each year for the remainder of the delivery order). ~~**New seats, or those newly enrolled GP and SE seats where no government equipment is provided will be provided with new hardware that meets current NSTL ratings, but shall not count as a refresh.**~~ **New seats, or those newly enrolled GP and SE seats where no government equipment is provided will be provided with new hardware that meets current Attachment R ratings, but shall not count as a refresh. [Mod 25, 2/14/01]**

30. **Moves, Adds, Changes Definition:** In addition to the requirements in Contract Section E.3.1.8, Moves, Adds, Changes (MAC), the following definitions apply: (a) A move is defined as de-installation, move and re-installation of seat hardware (including associated peripherals) that require a physical dispatch of a technician or analyst. (b) Virtual moves do not count in computing the total number of moves included in the service levels. A virtual move is one that does NOT require a physical dispatch of a technician or analyst. (c) Moves are aggregated by service, for example, average of one move per year for each "seat" type in each of these categories: desktop, server, and communications services. (d) Wiring needed to provide connectivity to a seat is included in the seat price provided the basic infrastructure is in place to support it. If the basic infrastructure is not in place, then the service level goes down to the level the infrastructure can support. There will be no charge for additional MACs at LaRC unless the total number of MACs at all of Code R Centers exceeds 110% of the total allowed at all of the Centers combined.

31. **Temporary Seats:** In accordance with Master Contract Section C.5.9.3, the Contractor shall provide temporary seats appropriately configured for the requested seat type, including any catalog-ordered augmentation. Pricing for a temporary seat shall be based on the monthly price of a comparably configured full seat, pro-rated for the period of service requested. There is no cap on temporary seats. Temporary seats shall be provided in accordance with the following table, unless the requestor agrees to longer response time or lesser functionality for the specific request:

Type of Temporary Seat Request	Maximum Response Time for Contractor to Provide Requested Service (work days)	Defining Characteristics of the Request Type	Service Characteristic
I. Short-Term	2	Connectivity and/or service to support unforeseen circumstances, meetings, conferences, authorized travel, etc., for up to 7 calendar days.	Type I (short-term) temporary seats shall provide all Standard functionality.
II. Temporary	10	Connectivity and/or service to support planned meetings, conferences, authorized travel, etc., for more than seven (7) calendar days.	Type II temporary seats shall provide all Standard functionality.

32. **Infrastructure Support:** The Contractor shall provide any necessary infrastructure to support increased capacity (i.e. new seats). For example, a new LAN, NAD, or full seat, a connection to the network and an IP address shall be provided. All ODIN-supported hardware and software that are part of the institutional IT environment shall have applicable software technology refreshment within one year after vendor

release. This shall include operating systems, services software, and all other associated supporting software.

All ODIN-supported hardware and software that is part of the institutional (i.e., infrastructure and back office support) IT environment (e.g. network cable plant components, servers, etc.) shall have applicable hardware maintenance, system software maintenance, application software maintenance and/or return to service within 2 contiguous hours during prime hours (6:00am – 6:00pm local time on Government work days, Monday – Friday) and within 6 hours for all other times. Trouble calls may be placed on institutional components at any time (24 hours a day x 7 days a week) and all users of the component shall be considered in a "down" state from the time of the first call. In addition, all institutional servers shall have data backup/restoration and software tech refresh services at the "regular" service level.

33. **Principle Period of Maintenance:** The Principle Period of Maintenance is 6:00 a.m. to 6:00 p.m. Monday through Friday, local time. However, if a seat is signed up for critical hardware, software and (if appropriate) application software maintenance, the Principle Period of Maintenance shall be 24 hours a day, 7 days a week.

34. **Infrastructure Maintenance Support Hours:** No planned infrastructure maintenance activities shall be scheduled during prime hours without prior approval by the DOCOTR, followed by notification to affected LaRC personnel. Scheduled outages during non-prime hours shall be coordinated with the specific customers, approved by the DOCOTR and followed by notification of all affected LaRC personnel.

35. **Return to Service:** The Contractor shall implement "return to service" such that a user has access to the same software and hardware as he/she did prior to the failure, including Triage level 1 and 2 software and Category 1 and 2 catalog items.

36. **Mission Freeze:** It is anticipated that mission freeze requirements will pertain only to specific facilities or specific computer systems or networks, as research schedules so dictate freeze or non-interruption.

37. **Technology Implementation Plans:** The Contractor shall provide an annual technology implementation plan, detailing schedules of approved infusion projects and identifying technology evaluation activities.

38. **Infrastructure Upgrade Proposal Request Response Time:** LaRC anticipates the need to request infrastructure upgrade proposals in the desktop and (in particular) network areas to accommodate the need for special or non-standard (i.e. not bundled within the seat) work to be performed. An approximate rate of two to four such requests per month is anticipated. The Contractor shall develop a proposal (cost, schedule, and technical approach) for the upgrade in accordance with the following table:

Proposal Type	Proposal Maximum Turnaround (working days)	Defining Characteristics	Examples
Rough Order of Magnitude (ROM)	3	Applies to any size project. Typically used for future planning, budgeting, and other similar exercises. Estimates (schedule/dollars) should be sufficiently accurate ("order of magnitude") to allow for "go/no-go" decisions to proceed with a request for a more formal proposal. The Contractor is not bound by any estimates provided in this category.	- Construction Advocacy - Potential leading edge technology deployment
Short Term	5	Small projects. If funded, it is anticipated that all work can be accomplished through the purchase and implementation of standard COTS technology and/or total time expected to complete is less than 1 month. Can usually be handled within the Contractor's umbrella of responsibility, but may require coordination with another Contractor or organization.	- Add macro to existing s/w - Install COTS s/w - Install Extra Phones
Mid-Term	15	Medium scale. If funded, it is anticipated that work to be performed will require some customization/integration of COTS technology and will require 2-3 months to complete. Can usually be handled within ODIN Contractor's umbrella of	- Install/integrate COTS/GOTS technology - Rewire a hallway - Migrate pilot project to production

		responsibility, but may require coordination with another Contractor or organization.	
Long Term	25	Large scale. If funded, it is anticipated that work will require some original design and development and/or total time expected to complete is 3 to 6 months. May require coordination with another Contractor or organization.	- Center wide deployment of a new agency GOTS application - Rewire entire floor of a building
Very Long Term	35	Long range. If funded, anticipated that work will require a significant amount of original design and development and/or total time expected to complete is greater than 6 months. May require materials lead-time and/or coordination with other Contractor or organization.	- Rewire entire building - Center wide deployment of new capability (e.g. PKI)

39. **Technology Infusion:** The Contractor shall provide and support the following technologies, as described in the table:

Technology Changes	
Wireless local area networking*	Fully included
Public Key Infrastructure (PKI) including:	
Certificate services	Fully included
Client integration	Fully included
Window 2000 (native mode) client server infrastructure	*Fully included*
MAC OS X deployment	Fully included
Integrated messaging (e-mail, voice, fax)	Partially included, client portion is included. Network bandwidth issues will be addressed via *IUP*.
UNIX interoperability (i.e. citrix upgrade or other solution)	*Fully included*
UNIX operating system upgrades (full seats)	*Fully included*
UNIX operating system upgrades (NAD/MA seats)	Partially included, for bug fixes and patches only.

Implementation of LINUX as a fully supported operating system for a full seat	Fully included as an alternative primary operating system (i.e. not dual boot)
Implementation of Palm/PDA as a fully supported system	Fully included as an MA peripheral seat or Category 1 catalog item
Assist in the development of IT Security Plans as defined by NPG 2810.1, OMB A-130 Appendix III, PDD 63 (1998), Computer Security Act of 1987 (40 V.S.C. 1114).	Fully included for ODIN seats, and LaRC infrastructure systems

** In clarification of Wireless LAN:*

The implementation of wireless network technology shall be based on several factors:

1. There is sufficient need for this capability.
2. Implementation would be limited to a building or a floor of a building based on need and seat sign up; e.g., quantity of GP3 seats. This is not a Center-wide approach.
3. Security issues related to this type of implementation are mitigated.
4. Customers purchase a wireless card from the catalog.
5. Implementation is limited to GP3 seats.

Assuming that the above factors are met and wireless capabilities are deemed a needed technology for the Center, the Contractor shall implement the infrastructure required to provide wireless service. Implementation of this capability will be coordinated with the DOCOTR or the ODIN Configuration Control Board.

40. **Bundled Services:** The following items and services shall be included in the fixed priced of the seats:

(a.) Support teams dedicated to organization requirements
(b.) Customer Outreach Advocates (COA) and comprehensive outreach program, including instructor-led ODIN model training throughout the Delivery Order
(c.) Standardized Macintosh environment
(d.) Direct access of Remedy for non-ODIN service providers excluding licenses
(e.) Development and implementation of Center Training Plan
(f.) Training to include:
- system roll out, deskside, and computer/web-based tutorials
- basic operations training to desktop, network services, and Triage 1 software
- up-training of users for new software releases and/or changes due to technology refresh

(g.) Training programs for new employees, summer interns, and visiting researchers
(h.) Support at enhanced service levels on a temporary basis due to mission requirements
(i.) Participation in Agency standards and interoperability committees
(j.) Comprehensive contingency and disaster recovery plans
(k.) Flexible refresh programs
(l.) Interoperability and new product/process testing via CETI and on-site lab
(m) On-site showroom

41. **Office of the Inspector General (OIG) Audits and Investigations**: The Contractor shall, at no additional cost to the Government, provide all necessary support in the event of an OIG investigation involving the Contractor's team or the Contractor's customers, and shall provide all services necessary to properly respond to NASIRC bulletins which apply to any Contractor supported systems or environments. The Contractor shall take necessary corrective actions on ODIN managed seats in response to NASIRC bulletins and notify NASIRC of suspicious activities per center security procedures.

42. **On-site Evaluation and Testing Lab**: An on-site capability for technical evaluations and integration analysis shall be established, and made available for LaRC employees and on-site Contractors to schedule and use at no cost.

43. **Agency Forum Participation:** The Contractor shall participate in agency IT forums such as the NASA PKI Working Group, the Postmasters Working Group, the Unix Working Group, and all other NASA CIO sanctioned entities.

44. **ISO 9000 Registration:** The Contractor shall obtain ISO 9000 registration of all their ODIN Delivery Order processes and procedures by January 2002.

45. **Hardware Spares:** The Government will provide, at no cost to the ODIN Contractor, existing spares. At Delivery Order start, the remaining balance will be provided to the ODIN Contractor.

II. DESKTOP

1. **Workstation Quality Assurance:** Whenever a seat is repaired, replaced, or refreshed, the Contractor shall ensure that all functionality of the seat, including all hardware, all software, and all externally attached devices, is operating properly in cases where such hardware, software, and externally attached devices are fully compatible with the repaired, replaced, or refreshed seat. The Contractor shall include the cost of this responsibility in the seat cost. The following are clarifications of this requirement:

   (a.)Specifically, if requested by the user or DOCOTR, during hardware refresh, the Contractor shall, in cases where the internal/external component is fully compatible with the new seat, reinstall the existing Government-owned external and internal devices, including monitors, to the user's seat in order to maintain existing functionality. This reinstallation shall not be counted in the Center's allocation of move/add/changes. If the Contractor cannot reasonably reinstall the component, due to incompatibilities, and the user still requires the service, the user may purchase this required item/functionality from the catalog. If additional hardware (e.g., video cards) or software is required to make the system operable, the user may order the required hardware and/or software from the catalog.

(b.)The Contractor shall be responsible for ODIN outages (i.e. non-triage 3 situations) and ensure that seats are restored to the same working functionality that existed before the repair, replacement, or refreshment was executed. The execution of a return to service condition or technology refreshment, initiated by the Contractor, shall result in the same functionality of the seat.

(c.)User data, preferences, and settings shall be restored and transferred by the Contractor, to the best extent possible, to the repaired, replaced, or refreshed seat.

2. **Platform Performance Specifications:** The following table defines the minimum performance levels that must be met or exceeded for each desktop platform. Theses replace the values in Master Contract Table N.2.1. and define the baseline for platform performance during the duration of the Delivery Order.

SEAT	PC ~~NSTL~~ Alterion [Mod 25, 2/14/02] %	MAC ~~NSTL~~ Alterion [Mod 25, 2/14/02] %
GP1	64.4*	95
GP2	74.4	95
GP3		
Entry Level	56.0	88.0
Mid Level	73.0	88.0
High	86.0	95.0
High Level, Combo	86.0	95.0
High Level, Lightweight	85.0	97.0
High Level, Lightweight, Combo	85.0	97.0
SE1		
Mid Level	71.0	95.0
High Level	85.0	95.0
Premium Level	95.0	100.0
SE2		
High Level	85.0	95.0
Premium Level	95.0	100.0

*** Only GP1 systems may be Celeron systems.**

For UNIX, the Contractor shall comply with UNIX specifications provided at the ODIN Agency level.

3. **Certified Platform Offerings:** Not later than the effective date of this Delivery Order, the Contractor shall obtain ~~**NSTL**~~ **Alterion [Mod 25, 2/14/02]** certification of its Attachment R, updated as appropriate with ~~**NSTL**~~ **Alterion [Mod 25, 2/14/02]**-

certified platform offerings consistent with the Delivery Order's platform performance requirements.

The Contractor shall submit quarterly updates to its revised Attachment R within 20 business days of ~~NSTL~~ **Alterion [Mod 25, 2/14/02]** issuance of new quarterly benchmarks or as directed by the Agency Attachment R Change Process. Each submission of the revised Attachment R shall include ~~NSTL~~ **Alterion [Mod 25, 2/14/02]** certification. **In accordance with the ODIN master contract, any equipment proposed for technology refreshment shall be tested and certified to meet or exceed the performance specifications in Attachment R, Technology Refreshment Baseline. All desktop/laptop hardware delivered as a GP or SE seat shall, at the time of installation, meet or exceed all of the specifications of the current Attachment R for the LaRC Delivery Order. [Mod 25, 2/14/02]**

4. **Baseline Hardware Standards:** All new/replaced/refreshed desktop seats shall contain at least the Center's core hardware components (i.e., LaRC Standard Baseline Hardware, Attachment VI).

5. **Desktop RAM**: All computer seats shall include at least 128 MB of RAM.

6. **LaRC Monitor Standard:** The LaRC color monitor standard size is a 19" (viewable area) color unit with a maximum 26 dot pitch, and shall be capable of supporting a screen resolution of up to 1600X1200 with a minimum refresh rate of 72 Hz. All monitors shall meet this minimum standard upon completion of the hardware refresh planned for each seat, unless specified otherwise by the user/DOCOTR. Monitors larger than 19" that are refreshed shall be replaced with a 19" monitor as described above, or at the discretion of the user, the existing larger monitor may be retained for continued use, or the user may purchase a larger monitor upgrade from the catalog, and receive a new larger monitor, at refresh. If the customer opts to retain their existing larger monitor at refresh, no credit is given, and should that monitor later fail, it shall be replaced with a 19" monitor, or a catalog upgrade to a larger unit may be made at that time instead. Monitors larger than 19" must meet or exceed .25mm dot pitch or better and a 72 Hz vertical refresh rate. Monitors that are temporarily replaced for maintenance shall be at a level equal to or greater than the size and specifications of the signed-up monitor.

7. **ODIN Standard Load Application and Triage Software:** For any product on the ODIN Standard Application Software Suite list, i.e., the Standard Load, the Contractor shall include the cost for providing the following services within the basic seat cost (i.e. does not require any additional purchases off the CSCC or elsewhere):
   (a) Product purchase
   (b) Installation and integration
   (c) Full help desk support including expert user consultation support
   (d) Accessible by all "full support" (GP1/2/3, SE1/2/3) seats
   (e) Maintenance and refreshment according to the subscribed service levels
   (f) Within-version upgrades, including installation

For any product on the Triage Level 1 list, the Contractor shall include the cost for providing the following services within the basic seat cost (i.e. does not require any additional purchases off the CSCC or elsewhere):

(a.)Installation and integration
(b.)Full help desk support including expert user consultation support
(c.)Accessible by all "full support" (GP1/2/3, SE1/2/3) seats for any seat that a license is provided

For any product on the Triage Level 2 list, the Contractor shall include the cost for providing the following services within the basic seat cost (i.e. Does not require any additional purchases off the CSCC or elsewhere):

(a.)Installation and integration
(b.)Trouble ticket management and redirection to non-ODIN service provider for problem resolution
(c.)Accessible by all "full support" (GP1/2/3, SE1/2/3) seats for any seat that a license is provided

During technology refresh, the Contractor shall make a best effort to reinstall Triage Level 3 software. No additional purchases, i.e., catalog or other, are required for these services.

8. **ODIN Standard Software Suite:** The Contractor shall have the Standard Load Software identified in Attachment V accessible and fully functional on all full seats (GP/SE) not later than April 30, 2001. All new/replaced/refreshed desktop seats shall include the acquisition, installation, integration and support for at least the standard software suite.

Within version software upgrades for the standard software suite, including operating systems, shall be included in the fixed seat price and shall be governed by the software technology refreshment service level of the subscribed seat.

9. **Concurrent-Use Software:** Software that is currently available to some or all of the Center via concurrent-use licensing is included in the LaRC Standard Desktop Software Suite or the Triage Level 1 or 2 Software lists. Additionally, individual organizations may serve/manage various concurrent-use software applications within their organizations. In order to continue to support concurrent-use licensing practices at LaRC for the cost effective provisioning of software, the catalog shall offer Triage Level 1 and 2 software packages as a single license and via concurrent-use license if such licensing is supported by the software vendor. At a minimum, software that is currently served via concurrent-use shall be similarly available. The cost of the required infrastructure for support of concurrent-use licensing shall be bundled into the desktop seat prices. The cost of the application software licenses shall be covered by the catalog prices of the various applications.

10. **Delivery of Desktop and Server Updates:** The ODIN Contractor shall be responsible for all software deliveries to the ODIN desktops and servers. This will be inclusive of both ODIN managed COTS software as well as other non-ODIN

managed software products (e.g. software applications delivered by the IFMS Contractor, IT security Contractor, etc.). The LaRC DOCO/DOCOTR will provide the non-ODIN managed software and description of it to the ODIN Contractor. The ODIN Contractor shall develop any installation scripts required for deployment and shall maintain a database that specifies what software resides on every desktop to facilitate both COTS, as well as non-COTS, software deployments. For Triage Level 2, the Government will work with Contractor to develop installation scripts.

11. **Support For Linux:** The Contractor shall provide full support for Linux on full PC Platform seats and shall allow substitution for Microsoft Windows operating systems.

12. **Post Office Service:** In accordance with Section E.1 that defines desktop services including bundled network services, the ODIN Contractor is responsible for LaRC's e-mail system. The ODIN Contractor will provide all services and functions required to operate and maintain the Center's e-mail service. These include:

(a.)Electronic mail services for NASA-supported projects and missions, including Civil Servants, Contractors, University Personnel, etc.
(b.)E-Mail accounts
(c.)Distribution lists (managed by the ODIN Contractor or authorized government personnel)
(d.)Off-site accounts added to the global address list
(e.)Operation and maintenance of the e-mail servers (the Government is responsible for acquisition of these systems).

Up to 30% of Post Office accounts may be for users who do have a NAD, GP, or SE seat when no other back-office support other than an email account is required.

13. **LaRC Login Domain Services:** As part of ODIN network services, the ODIN Contractor shall provide master account domain services including support for authorized users requiring access to Government data, electronic mail access, etc. Additionally, the ODIN Contractor shall perform routine checks to proactively maintain existing accounts.

14. **LaRC Domain Name Service (DNS)**: As part of ODIN network services, The ODIN Contractor shall maintain central domain name service (DNS) for LaRCNET that is compatible with current LaRCNET naming and addressing scheme and provides the most efficient routing of traffic.

15. **Central X.500 Directory Service:** The Contractor shall provide support, operations, and maintenance for the current Central X.500 Directory Service infrastructure in accordance with NASA Standard 2807A: The NASA Directory Service: Architecture, Standards and Protocols and emerging NASA standards related to the implementation of PKI across the Agency.

16. **Central Calendar Server Service:** The ODIN Contractor shall provide support, operations, and maintenance for Netscape and Meeting Maker calendar services.

17. **Back Office Support:** The following components shall be included as part of what is defined as "back office" products and services; central calendar, e-mail service, network time service, directory service, network name/address resolution, central NFS namespace username, and central LaRC MS Windows domain. The Contractor shall include back office support as part of the NAD service. The ODIN help desk shall provide users assistance for Eudora, Netscape, Meeting Maker, and Netscape Calendar to all ODIN seats. The Government will purchase all licenses for NADS. The Contractor shall make the software available to NAD users.

18. **Desktop File Services:** In accordance with Master Contract Section E.3.1.15, the amount of server file space per user associated with the file services service levels is: None = 0 MB; Basic = 100 MB; Regular = 200 MB; and Enhanced = 500 MB.

19. **Backup and Restore Service:** The Contractor shall provide the necessary infrastructure, client applications, and server support to provide center-wide backup and restore for desktops' local disks storage at the subscribed service level.

20. **Shared System Administration:** Shared system administration, upon the approval of the DOCOTR, will be authorized as needed. Necessary measures shall be taken to protect proprietary and sensitive data at no additional cost to the Government.

21. **Printer Infrastructure:** The Contractor shall discuss any plans to move any existing networked printers with the DOCOTR in order to provide an opportunity for the Government to appropriately adjust subscription service levels. Government requests to move ODIN networked printers will be accomplished by utilizing a desktop MAC.

22. **Guidelines for Laptop Loaner Pool Services:** The Contractor shall provide, at a minimum, the following services for ODIN seats that include the Laptop Loaner Pool option:
    (a) Maintain Center standard load
    (b) Maintain any organization-specific software configurations (including software in addition to the standard load that the organization has ordered through the catalog for the specific seat)
    (c) Battery recharge and/or exchange
    (d) Remote access setup and guidance including required remote access scripts for individual LaRC users
    (e) Data transfer support (moving data from a server to the laptop or vice versa)
    (f) Remove user data from laptop
    (g) Provide any rudimentary user training as needed when the laptop is picked up by the user
    (h) Ensure proper government approvals have been obtained
    (i) Setting up standing (long-term) loan arrangements to accommodate specific customer organizations
    (j) Maintaining loan records

The Laptop Loaner Pool services shall be provided at a Contractor-defined location on-site.

23. **GP3 Interoperability:** The Contractor shall insure full interoperability, within 6 months of Delivery Order start, of GP3's including the following services:
   (a) Ability to utilize all services not requiring network connectivity when in the standalone mode.
   (b) Ability to synchronize file service-based files with locally stored-based files when connected to the network.
   (c) When attached to the center network, all full seat functionality shall be available, at the subscribed network speed.
   (d) If multiple LAN services are associated with the seat (e.g. remote and regular), the seat shall function with the current connection with at most a reboot of the system.

24. **LaRC Distributed Mass Storage System (DMSS)**The Contractor may use the Center's existing DMSS to meet desktop local backup and restore requirements and other requirements on a no-charge basis. The DMSS is supported by a non-ODIN Contractor.

25. **Retention of Replaced Hard Drives:** When an internal or external hard drive is not repairable, and cannot be verified as properly wiped clean, whether the associated CPU is owned by the Government or by ODIN, the unrepairable hard drive shall become the property of the Government and shall be physically turned over to the customer. Any costs incurred by the Contractor because unrepairable drives need to go to the Government rather than to the manufacturer/supplier shall be included in seat prices.

26. **Enterprise Value Adds:** The Contractor shall provide the following services:

   (a) Enhanced Laptop Loaner Pool to provide additional equipment available for any LaRC ODIN travelers at GSFC, HQ, or Code R Centers. The systems shall be configured to meet the default standards of the local center. Alternate configurations shall be accommodated on request of the user. At least five laptops shall be provided at each ODIN supported Center (Code R, GSFC, and HQ).
   (b) Enhanced Laptop maintenance for LaRC ODIN GP3 travelers at GSFC, HQ, and Code R Centers. The Contractor shall provide maintenance and repair services at the travel location and repaired equipment can be returned to the user at the travel location or at the user's home Center.
   (c) Portable printer loans to provide for small personal ink jet printers to LaRC ODIN travelers at GSFC, HQ, and Code R Centers. At least five printers shall be available at each of the Centers (GSFC, HQ, and Code R).
   (d) Desktop Technology Insertion Program – Desktop Video capability for 10% refreshed seats each year are included in LaRC fixed seat price. Other technologies such as flat-screen displays and read-write CDs will be considered for inclusion in the program and coordinated with the DOCOTR.

IIA. INTEGRATED FINANCIAL MANAGEMENT (IFM) APPLIANCE [Mod 46, 12/24/02]

1. IFM Appliance Support:

a. The ODIN Contractor shall provide the IFM appliance, delivery & installation, setup, and maintenance services as catalog items. As mutually agreed to previously, these catalog items shall be priced at the Category 3 pricing.

b. The ODIN Contractor shall provide entitlement for the NASA Information Systems Services Utility (NISSU) environment to print to the same set of all network printers defined as IFM/NASA ADP Consolidation Center (NACC) printers. ODIN shall use the existing ODIN Shared Peripheral print server queues. The NISSU will manage all printing services from the job request by the IFM Appliance customer up to the point the packets land on the internal Center LAN. That is, publish print queues, set up print servers to queue the jobs on NISSU networks then routes the jobs as LPR on port 515 to the Center firewalls, and handle the modifications of the Center firewalls.

c. The ODIN Contractor shall provide the necessary storage facility for inventory spares. Inventory spares are those ordered appliance systems not initially deployed but shall be used by the ODIN Contractor as replacement systems.

d. The ODIN Contractor shall be responsible for asset management commensurate with ODIN Catalog purchases for both the systems deployed and those held in the spares inventory. The Government is entitled to optional Government-initiated Asset Transition(s) of any or all NISSU Appliances to the Government at any time prior to the end of the Delivery Order, or at the end of the Delivery Order. The ODIN Contractor shall provide its asset management information of these Catalog items on the request from the DOCOTR.

e. The catalog price of the appliance system shall include the total asset transition value. There shall be no additional costs for any asset transition.

f. The ODIN Contractor shall negotiate with the DOCOTR an acceptable ordering date for the initial order of systems and spares which will be based upon system availability by Wyse and/or associated vendors.

g. For the initial order, the ODIN Contractor is responsible for delivery and set-up of each ordered system within 10 business days after full receipt of the equipment/system from Wyse and/or associated vendors.

h. The ODIN Contractor shall notify the DOCOTR if sparing levels exceed 5% of install base, or drop below 2% of the install base. At no time should the spares

drop below 2 spare systems before the ODIN Contractor notifies the DOCOTR that the spares inventory needs to be replenished.

i. Additional spare requirements shall be identified as needed by the ODIN Contractor to the Center DOCOTR. The ODIN Contractor shall deliver spares within 5 days to the Center upon receipt from Wyse and/or associated vendors. In the event the products are not available, the ODIN Contractor shall coordinate with the DOCOTR to establish the expected delivery date based on product availability.

j. The ODIN Contractor shall notify the DOCOTR of any difficulties with scheduling installation with the end user, and related scheduling problems if Wyse terminal units are non-functional because they are defective at point of installation. In the event an end user will not accept receipt of the system or units are defective, ODIN delivery metrics may be waived for the NISSU Appliance on a case-by-case basis by the DOCOTR.

k. The ODIN Contractor shall provide warranty support for the defective systems to be returned to the original equipment manufacturer (OEM). This includes, but is not limited to, maintaining the warranty data with the OEM, registering for Return Merchandise Authorization (RMA) with OEM, packing and shipping the defective systems to the OEM depot, receipt of the repaired/replacement systems, and re-stocking of the repaired/replacement systems into the spares inventory. Shipping costs for return equipment shall be the responsibility of the ODIN Contractor, as part of the Catalog price.

l. The ODIN Contactor shall establish policies for disposable components (e.g., keyboards and mice) to avoid excessive expenses for shipping and handling low dollar value (less than $50) equipment to OEM for repair.

m. IFM BONUS - The ODIN Contractor shall meet or exceed service requirements at 98.0% for system delivery and replacement (except for product availability). A one-time incentive bonus for the initial deployment phase shall be made available if the contractor meets or exceeds this metric for the delivered systems. The initial deployment phase is defined as the completion of the center transition to NISSU. The amount shall be based on [redacted] of the total catalog order amount of IFM appliance systems and delivery and installation services provided by the end of the initial deployment phase.

n. Items 2-5 as described below will have corresponding catalog items added for purchase of each item.

2. IFM Appliance System

a. WyseWinTerm Thin Client Configuration Part # 902032-55 including:
- Model WT9235LE Thin Client
- 192MB Disk-on-Chip (DOC) w/NASA Standard Load

- 256MB RAM
- Windows XPe operating system
- Rapport Workgroup Management Software
- NEC MultiSync LCD1720M, 17" flat panel monitor
- VESA 100MM Mounting Bracket
- Lite-on Security Smart Card Keyboard Model SK-3105 (beige color)
- Logitech Optical Mouse, USB port (beige color)
- RJ45 Category 5e Ethernet Red colored cable for connecting thin client to the network wall
- Wyse Rapport Enterprise Software Upgrade
- Wyse Rapport Enterprise 3 Year Maintenance

b. All items above shall have OEM (Wyse) warranty for a period of 3 years.

c. NASA will provide the standard load (see 1b above) to Wyse prior to system ordering. Wyse shall provide pre-configured appliances with the standard load pre-flashed on the system.

d. Delivery of the ordered systems shall be as specified in Item 1 above.

e. IFM Appliance System is priced at [redacted]

3. IFM Appliance Delivery and Installation

a. The ODIN Contractor shall deliver the IFM appliance system to the users as identified by the DOCOTR and set-up the system in accordance with the installation and set-up instructions provided in Item 6 below.

b. The set-up services shall include: unpack and connect keyboard, monitor, mouse, network cable and terminal; power the system on and log on with IFM ID and validate network connectivity to the NISSU Citrix server farm.

c. NASA will provide network connectivity at the wall plate. The ODIN Contractor, when responsible for the network, shall verify that network connectivity is available prior to scheduling the installation.

d. If hardware problems occur during the delivery and installation such that the system will not power on, the ODIN Contractor shall immediately replace the problem system with a replacement unit from the spares inventory.

e. If setup problems occur during the installation, the ODIN Contractor shall call the NISSU Help Desk. If problems cannot be resolved by the NISSU within 10 minutes, the ODIN Contractor shall leave the system in place at the user's desk and may leave the site, **and** this delivery incident will be counted as a successful completed delivery in the ODIN metrics (unless it is mutually determined that the ODIN Contractor incorrectly set up the system).

f. The ODIN Contractor is responsible for delivery and set-up of the ordered systems at the users' desks within 10 business days after full receipt of the equipment/systems from Wyse and/or associated vendors.

g. The ODIN Contractor shall provide the serial number and Media Access Control (MAC) address to the NISSU Help Desk.

h. Each system shall include one move, add, and change (M/A/C), per year per system. Moves are aggregated into a single M/A/C pool so that there is an average of one M/A/C per year for each IFM seat.

i. IFM Appliance Delivery and Installation is priced at [redacted]

4. NISSU Appliance Replacement/Maintenance Support

a. NISSU appliance replacement/maintenance support applies to a **single** ODIN post-installation maintenance event.

b. Within 2 hours of notification from the NISSU HelpDesk, the ODIN Contractor shall deliver a replacement system and pickup the defective system.

c. The replacement and defective systems shall consist of the complete NISSU appliance system (thin client configuration, monitor, keyboard, mouse, and cables).

d. The ODIN Contractor is not required to perform in-the-field repairs of broken devices; however, may use best judgment on replacing components such as keyboards, monitors, or mice as required.

e. This 2-hour return-to-service shall be provided during the **regular** business hours 6 am to 6 pm, Monday through Friday on a non-contiguous hour basis (as part of the warranty support provided by the ODIN Contractor).

f. The ODIN Contractor shall provide the new serial number and Media Access Control (MAC) address of the replacement system to the NISSU Help Desk. This information must be provided to the NISSU HelpDesk before setup can be performed for the replacement system. The ODIN Contractor shall install and setup the replacement system in accordance with the instructions provided in Item 6 below.

g. Shipping costs for return equipment shall be the responsibility of the ODIN Contractor, as part of the Catalog price.

h. NISSU Appliance Replacement/Maintenance Support is priced at [redacted]

5. NISSU Appliance Replacement/Maintenance Critical Support

a. NISSU appliance replacement/maintenance critical support applies to a **single** ODIN post-installation maintenance event.

b. Within 4 hours of notification from the NISSU HelpDesk, the ODIN Contractor shall deliver a replacement system and pickup the defective system.

c. The replacement and defective systems shall consist of the complete NISSU appliance system (thin client configuration, monitor, keyboard, mouse, and cables).

d. The ODIN Contractor is not required to perform in-the-field repairs of broken devices; however, may use best judgment on replacing components such as keyboards, monitors, or mice as required.

e. This 4-hour return-to-service shall be provided during **non-regular** business hours, for all times outside of 6 am to 6 pm, Monday through Friday non-contiguous hours (as part of the warranty support provided by the ODIN Contractor).

f. The ODIN Contractor shall provide the new serial number and Media Access Control (MAC) address of the replacement system to the NISSU Help Desk. This information must be provided to the NISSU HelpDesk before setup can be performed for the replacement system. The ODIN Contractor shall install and setup the replacement system in accordance with the instructions provided in Item 6 below.

g. Shipping costs for return equipment shall be the responsibility of the ODIN Contractor, as part of the Catalog price.

h. NISSU Appliance Replacement/Maintenance Critical Support is priced at [redacted]

6. Installation and Setup Instructions

a. At least 2 business days prior to the installation of the Appliance system, the ODIN Contractor shall contact the recipient user of the Appliance to schedule installation.

b. At least one business day prior to the installation of the Appliance system, the ODIN Contractor shall contact the Information Mission Control Center (IMCC) and provide the following information for each Appliance to be deployed:

- Media Access Control (MAC) address
- Serial number

- NASA Center designation (i.e., HQ, MSFC, GRC, etc.)
- Building and room
- User's name
- NISSU LAN wall plate drop number

This information is to be provided to the IMCC in an Excel spreadsheet via e-mail.

c. The setup and installation of the Appliance system shall consist of:

- Unpacking and assembling the system, including connection of the monitor, keyboard, mouse, and power.
- The ODIN Contractor shall place an ODIN HelpDesk sticker on the system. The ODIN Contractor shall place the IMCC Help Desk sticker in a highly visible location on the monitor. IMCC stickers will be provided to the ODIN Contractor by the DOCOTR.
- The ODIN Contractor shall connect the system to the network wall plate with an appropriate length cable to assure a reasonable level of safety and professional appearance. Any necessary determinations and rulings in terms of this will be made by the DOCOTR.
- The system shall be setup in a location at the user's request (e.g., desk, alternate table, etc.). If the user is not present at the time of installation, the ODIN Contractor shall use its best judgment in finding an appropriate location in which to setup the system.
- The ODIN Contractor shall leave an IMCC-provided information packet at the user site.

d. Network Connectivity verification of the appliance system shall consist of:

- The ODIN contractor will be provided a username and password for each technician performing Appliance installations.
- After setup of the Appliance system, the technician shall logon to the system and into the NISSU Citrix server environment to confirm that the Citrix desktop environment is displayed. Once confirmed, the technician shall logout of the Citrix and Appliance environment.

[Mod 46, 12/24/02]

III. TELECOMMUNICATIONS AND NETWORKING

1. **LaRC Network:** LaRC's local area network (LaRCNET) is a **critical element** of LaRC's information systems infrastructure; it transports **all** mission and administrative data on the Center. Extensive details of the current version and future direction of LaRCNET are provided in network documentation, including the document entitled "LaRCNET Architecture, Standards, and Configurations," Attachment VII.

   It is anticipated that LaRCNET across the entire Center will be upgraded to Category 5 by approximately Fiscal Year 2003 to 2005; depending on the availability of funding. All

work to implement the Center upgrade will be accomplished by separate Government action; however, the ODIN Contractor is fully responsible for Operations and Maintenance of the network including as the network upgrade progresses.

The future provision of LaRCNET services is comprised of two elements: (1) Analysis and evaluation of advances, future network concepts, and (2) Operations, maintenance, and day-to-day support of the current network implementation. The Government is responsible for all analysis and for the development/definition of future architectures to which the current implementation of LaRCNET will migrate.

The LaRC Network Operations Center (NOC) shall be maintained on-site at LaRC. At a minimum, the NOC shall be staffed from 6:00am to 6:00pm and Network Operations shall be monitored 24 hours per day/seven days per week.

The ODIN Contractor shall provide a full support for the current implementation of LaRCNET, including migration to the "GO TO" configuration of LaRCNET as defined in the LaRCNET Architecture, Standards, and Configurations (Attachment VII). This includes all services and support necessary to operate and maintain the network on a day-to-day basis, including:

- Acquisition and configuration of physical elements of the network, including Cable Plant and Electronic Infrastructure (i.e., network switches, bridges, routers, end-equipment, test & analysis equipment, etc.) in accordance with the standards defined in the LaRCNET Architecture, Standards, and Configurations document;
- Installation and operational checkout of new Electronic Infrastructure equipment and Cable Plant segments;
- Analysis, evaluation and repair of any condition which has caused an interruption to network service;
- Maintenance and repair of the Cable Plant and Electronic Infrastructure in accordance with the standards documented in LaRCNET Architecture, Standards, and Configurations.
- User help/support desk functions;
- Domain Name Service

During prime shift on standard Government workdays, the ODIN Contractor shall provide immediate response to critical problems and shall provide response to isolated problems within two (2) contiguous hours. During other than prime shift, the ODIN Contractor shall provide response to critical or isolated problems within six (6) hours. In instances where prime shift begins before the end of the six hour non-prime response time, response time shall be provided within 2 contiguous hours of prime shift start or the expiration of the initial six hour response time, whichever is less. Maintenance and repair of non-critical problems may be delayed until the next prime shift.

The ODIN Contractor shall support the upgrade of LaRCNET from the current implementation to the defined future direction by replacing electronic infrastructure equipment that breaks in accordance with the "GO TO" configuration. Large-scale upgrades will be handled by separate contract actions, i.e., Delivery Order modification

or other contractual agreement. The Contractor shall provide full connectivity for all LaRCNET connections (for GP/SE, NAD, and LAN seats,) including cabling from the wall plate to the networked device.

2. **Partial LaRCNET Backbone Upgrade:** Contractor will implement a server farm for the purpose of delivering required ODIN services. As necessary to provide the services associated with the server farm, the Contractor shall upgrade portions of the backbone in conjunction with the Infrastructure Upgrade Proposal (IUP) requested by the Government in the DOSP. This portion of the infrastructure upgrade will be at no cost to the Government provided that the IUP for the center-wide backbone upgrade is executed by the Government.

3. **Special Purpose Networks:** The scope and technical breadth of LaRC's mission is such that unpredictable requirements arise for special purpose networks to support new mission requirements. As with LaRC's local area network, the responsibility for responding to such requirements will be divided between the Government and the ODIN Contractor, i.e., the Government will be responsible for the analysis of requirements and the architectural design of the associated special purpose network. Because of the ODIN Contractor's expertise and day-to-day LaRCNET operations experience, it is expected that the ODIN Contractor may be involved with analyzing requirements and designing special networks. Once the network design is approved, the implementation, day-to-day operations, and maintenance of the new special purpose network shall become the responsibility of the ODIN Contractor. Since the number of these networks and the subsequent scope of the associated network support services are not known in advance, the provision of these services will be addressed by a Delivery Order modification if/when special purpose network requirements develop.

4. **Local Area Network (LAN) Seat:** The Contractor shall include as part of the LAN service the following

   (a.)Network name/address resolution (DNS).
   (b.)Physical network attachment and associated supporting infrastructure.

5. **LAN3 Seats:** Contract Section E.2.3.7.3, LAN3 Description, is revised to be Gigabit Ethernet with guaranteed throughput capability of 1 gigabit per second.

6. **Remote Communication Service:** The ODIN Contractor shall provide operations support and maintenance for the remote communications infrastructure, including, but not limited to support for protocols such as terminal server, PPP (IP, IPX, and Appletalk), and ARA, and provision of real time usage reporting. Additionally, the Contractor shall:

   (a.)Manage the archiving of LaRA User Account Request forms.
   (b.)Generate statistical information on the usage of the remote communications infrastructure.

7. **RC1 Seats:** In Contract Section E.2.3.8.1, the functionality of an RC1 seat is revised to be: "Provide analog dial-in service that supports transfer rates up to 56Kbps/v.90 standards and digital dial-in ISDN service that supports transfer rates up to 128Kbps."

   RC1 seats shall be available to any and all authorized users, i.e., all LaRC employees may request and shall be provided user accounts if so authorized. The Government will procure additional RC1 seats when and/or if additional remote communications capacity is required, i.e., when an increase in the number of simultaneous connections is required.

8. **RC3 Seats:** The Government currently utilizes T-1 LAN interfaces to provide network connectivity to near-site Contractor locations and intends to purchase RC3 seats to continue this functionality. For these RC3 seats, the ODIN Contractor shall provide, maintain, and support the T-1 LAN interface equipment at both ends of the T-1 circuit, but the ODIN Contractor is not responsible for providing the leased line(s) between the off-site location and the Government's demarcation point.

   When T-1 circuits are used to provide network connectivity to on-site buildings, they are part of the LaRCNET infrastructure and shall be supported by the Contractor without the Government purchase of RC3 Seats.

9. **ISDN Switching System:** The ODIN Contractor will be responsible for the day-to-day operations and maintenance of the Madge ISDN switch, including:
   (a.)Switch diagnostics, trouble-shooting, and repair and/or replacement of BRI and PRI port cards, software and firmware updates, BRI line assignment, BRI line provisioning in accordance with end-user equipment, trouble-shooting of BRI lines, and trouble-shooting of incoming and outgoing PRI lines
   (b.)Installation and relocation of existing BRI lines from Madge ISDN switch to the end-user's telecommunications jack locations
   (c.)Maintaining a current database containing information on all ISDN BRI circuit assignments, line provisioning, jack locations, end-user equipment and user names.

10. **Phone System/Service Infrastructure:** The ODIN Contractor shall support, operate, and maintain the LaRC system/service infrastructure for telephone, voicemail, and related services. Examples of functional areas considered part of the infrastructure are: training and consultation services, special phones (e.g., conference phones, digital phones with headset adapters,) devices (e.g., data communications modules,) peripherals (e.g., headsets, volume control handsets,) configurations (e.g., ROLM datalines, call processing mailboxes, interface to Flight Simulation group's conference bridge,) system recordings, bypass telephones, Emergency Announcement System, and the Call Accounting System. Additionally:
    - Phone-related peripherals and similar items shall be made available in the ODIN Catalog of Services and Commercial Components
    - The Contractor shall perform traffic analysis on telephone system trunk groups for one week of every month, including collection of traffic statistics from the CBX,

calculation of actual grades of service provided by the then current configurations, analysis of configurations required to provide targeted grades of service, and generation of monthly and annual usage summaries and traffic analysis reports.

- The Contractor shall identify, evaluate, and report to appropriate Government authorities any questionable or unusually high usage of LaTS services, being vigilant to detect any potential LaTS fraud or abuse, both internal and external, including responding to requests from NASA management for detailed telephone usage reports.
- The Contractor shall coordinate with on-site contractors and others to extend their privately procured telephone company services from the LaRC service demarcation point to required work sites on the Center.
- In addition to DRD ODIN-5, the Contractor shall manage and provide a monthly-updated web-based LaRC Telephone Directory.

11. **LATS Support** ~~The Contractor shall utilize Siemens as one of its subcontractors to ensure access to appropriate resources for the proprietary knowledge and information related to the LaRC Telephone System (LATS), i.e., software maintenance, system patches, etc.~~ **[Mod 23, 10/25/01]**

12. **PH1, PH2, and PH3 Seat Data:** During the first 6 months of Delivery Order period of performance, the Contractor shall verify the existence and configuration of the 800 PH seats in the initial seat inventory that are flagged as "Validation Required." After investigation, the Contractor shall refund the monthly seat costs (back to November 1, 2000) for those seat inventory line items that are determined to not be in service, i.e., not in existence.

13. **PH1 through PH4 seats:** The Contractor shall include the following service elements in the PH1 through Ph4 seats.
    (a.)Engineering, operation, and maintenance of the telephone switch and voice mail systems including maintenance contracts
    (b.)An analog or digital (as appropriate to the service level ordered) port on a line card in the telephone switch
    (c.)The cable pair(s) (copper circuit) extending the telephone switch port to the location of the telephone instrument, including:
    (d.)Furnish and install when necessary beyond the use of installed cable plant where available. Cabling is provided as a part of a new seat installation up to the capability of the current switch configuration. Building remodeling or the addition on new facilities will be handled as an IUP. Movement of existing seats that require cabling will be assessed as a MAC.
    (e.)Set-up, and testing
    (f.) Documentation
    (g.)Corrective and preventative maintenance on existing circuits
    (h.)A telephone instrument as appropriate to the service level ordered
    (i.) Telecommunications billing administration as specified in the DOSP letter

(j.) Maintenance of the current service level of the voice processing application as specified in the DOSP letter
(k.)All corrective and preventive maintenance of the telephone cable plant infrastructure, including repair of cables damaged by nature.
(l.) Support testing of the UPS system including batteries, the back-up generator, and transfer switch

14. **PCELL Seats:** PCELL seats shall include up to 300 minutes of usage monthly. Accordingly, Master Contract Section C.5.9.9 is revised to: "The Contractor shall charge for cellular use in excess of 300 minutes pursuant to the pricing established in the CSCC." PCELL seats shall be dual-mode (analog and digital capabilities) phones, and seats shall include, at no separate or increased price, long distance, and roaming usage as well as the phone instrument with battery pack and charger.

15. **Voicemail Limit:** Master Contract Section E.3.3.1 is revised to be standard 30 minutes of storage and the enhanced service level shall include 60 minutes of storage.

16. **Central Communications Center:** The Contractor shall include the following in the Central Communications Center i.e., LaRC Central Operator Services:

a. Administration, maintenance, and operation
b. Staffed during business hours, Monday through Friday
c. Provide directory assistance, assistance with establishing conference calls, and, as requested, assistance with placing long distance or international calls.

17. **Telecommunications Billing Administration:** The Contractor shall provide billing administration services for commercial telecommunications services. The cost of performing these services shall be included in the telephone seat costs, and the activities include:

(a.)Act as the receiving office for all telecommunications-related billing from commercial service providers.
(b.)Review, validate, and coordinate all bills in accordance with established procedures and approved LaRC accounts.
(c.)Prepare all bills for signature by a responsible NASA individual for processing for payment by the Government, and within established timelines to prevent late-payment fees.

18. **Telecommunications Coordination and Service Administration:** The Contractor shall provide coordination and service administration for telecommunications services. The cost of performing these services shall be included in the telephone seat costs, and the activities include:

(a.)Coordinate (e.g., distribute cards and billing information) NISN-provided Government telephone calling cards.
(b.)Coordinate telecommunications services for LaRC organizations from Contractors such as Bell Atlantic, AT&T, GTE, and other sources, e.g., for phone service for the NASA booth at Virginia State Fair and other off-site conferences/expositions, requirements for special on-site circuits, etc.

19. **LaRC Fax Services:** LaRC-owned fax machines that require ODIN fax support at Delivery Order start but do not align to the functionality of standard FAX1, FAX2, or FAX3 seats, will be signed up as FAX3 seats. The ODIN Contractor shall provide full fax maintenance and support services for these systems, including supporting the advanced functionality. Tech refresh of these fax systems shall provide a fax system that meets the functionality of the standard ODIN FAX3 seat. The ODIN Contractor's tech refresh activities shall include providing sufficient notice to users such that if the higher functionality is still required, the user may purchase an appropriate catalog item to upgrade from the standard FAX3 seat to the advanced featured fax system.

    Within 30 days of Delivery Order start, ODIN-provided fax machines shall be provided and functional for ODIN fax seats that do not have Government-owned fax machines.

20. **Fax Technology Refresh:** Fax seats shall be refreshed with fax systems that meet or exceed the capabilities of the seat's service characteristics as defined in the Master Contract. Refreshment of a fax seat shall occur when a given fax machine cannot be repaired to and/or maintained to be compliant with the applicable service characteristics of the fax service level definitions. Refresh costs shall be bundled into fax seat costs.

21. **Local Video System Services:** The Contractor shall support the existing video services infrastructure for video distribution and video teleconference services at LaRC, specifically:
    (a.)providing maintenance and operation of the LaRC headend and all related equipment, including VHF, UHF and satellite antennas, cable plants, all cable plant hardware, and distribution of LaRC and Commercial video services to user-provided/maintained TVs. The ODIN Contractor shall provide management and support for the number and type of video system drops active on November 1, 2000. Relocation or reassignment of existing connections and addition of new video connections to user-provided/maintained TVs shall be available in the catalog.
    (b.)receiving, videotaping, and distributing satellite downlinks and TV newscasts and other video programs, and for supporting satellite uplinks and other TV broadcasts.
    (c.)operating the Center's one Video Teleconferencing System (VITS) and two of the Center's LBV systems, and providing conference set-up assistance, when requested, for the Center's ten other LBV systems.
    (d.)scheduling video teleconferences via the web-based NASA Video Conference Request System (VCRS).
    (e.)monitoring of all channels to ensure correct programming.
    (f.) review and schedule all requests to broadcast programming.
    (g.)broadcast programming at scheduled times included prerecorded video, live video, and conferencing as appropriate and/or requested.
    (h.)test all equipment regularly to comply with LMS.
    (i.) coordinate all equipment repairs and maintenance.
    (j.) perform all work as per relevant safety and electrical codes
    (k.)maintain documentation

22. Local Peripherals: ~~Maintenance for existing local peripherals (e.g. attached printers, scanners, external hard-drives, etc.) will be accomplished through sign-up of the peripherals as MA seats, and their pricing shall be calculated as a percentage of the Gross Asset Value (GAV).~~
Maintenance for existing local peripherals (e.g. attached printers, scanners, external hard-drives, etc.) will be accomplished through sign-up of the peripherals as MA **Peripheral** seats, and their pricing shall be calculated as a percentage of the Gross Asset Value (GAV). **Maintenance for Government-owned color printers (and any other hardware devices agreed upon) will be accomplished through sign-up as MAPR2 seats, and their pricing shall be calculated as a percentage of the Gross Asset Value (GAV). [Mod 39, 9/10/02]**

23. Cable Plant Management Contract Section A.1.10: The ODIN Contractor shall be responsible for LaRC cable plant management and associated services. The ODIN Contractor shall provide full maintenance and operations of the LaRC cable plant and infrastructure. The Government will retain ownership of the entire LaRC cable plant. No changes shall be made to the cable plant without the DOCOTR's approval. The ODIN Contractor shall provide sufficient connections to all LaRC end devices and networks..

The Contractor shall maintain LaRC's existing infrastructure in order to at least maintain existing LAN services. The cost for meeting these service levels are bundled within the seats that include network connectivity, i.e., GP, SE, NAD, and LAN seats.

24. Additional Infrastructure to Support New Users: . The contractor shall be responsible for the cost of additional equipment required to support new seats on the network in areas where network services already exist. In these areas, the contractor may reconfigure/relocate existing infrastructure to support new user densities. Major upgrades such as building expansions or moves into previously non-networked spaces will require an Infrastructure Upgrade to be funded by the Government.

25. Enterprise Value Adds:

(a) Loaner Cell Phones:. The Contractor shall offer a short-term cell phone loaner pool for travelers. This service is available for any Code R ODIN customer on CONUS travel. There is no charge for the cell phone, and the customer is permitted 30 free airtime minutes per day. Excess airtime will be charged at the rate of ten cents per minute. Long-distance and roaming are included. This service is intended for the exclusive use of Code R ODIN customers while on travel. We will provide five cell phones at each Code R Center for this purpose.

(b) Virtual Private Network: As part of the bundled seat price, the Contractor shall implement VPN Capabilities, providing internet-based connectivity with appropropriate user authentication. Deployment shall be coordinated through the DOCOTR. The Contractor shall provide VPN service for several standard configurations in order to support a variety of home configurations. Support for

standard configurations shall be comparable to support provided for RC seat connections and metrics will be applied based on the ODIN seat service level agreement for support of standard configurations. Non-standard configurations shall be handled on a best-effort basis.

26. **Telephone Services Infrastructure Upgrade**: The Contractor shall provide local trunk service, international service, and long distance overflow service for the LaRC Telephone System, and shall have full responsibility and accountability for these services, including paying the monthly invoices. At the start of each Government fiscal year, the Government will pay the projected yearly service costs and at the end of each Government fiscal year, the telephone service account will be reconciled as follows unless otherwise documented in the Delivery Order:

~~a. If actual telephone service costs are less than the projected yearly service costs, the Contractor shall refund the difference between the projected and actual costs to the Government.~~
~~b. If actual telephone service costs are more than the projected yearly service costs, the Government will purchase a catalog item for the difference between the projected and actual costs.~~
[Mod 25, 2/14/02]

~~Projected yearly service cost is $540,000 plus allowable G&A and fee not to exceed 9.5%. [Mod 4, 2/14/01]~~ **[Deleted Mod 25, 2/14/02]**

a. **If actual telephone service costs are less than the projected yearly service costs, the Contractor shall issue a credit to LaRC (i.e., the Government) for the difference between the projected and actual costs. The credit shall be applied to the next year's annual cost projection amount. For the final year of the delivery order, the credit shall be applied to the final basic monthly invoice.**

b. **If actual telephone service costs are more than the projected yearly service costs, the Contractor shall invoice LaRC (i.e., the Government) for the difference between the projected and actual costs.**
[Mod 25, 2/14/02]

[redacted]

Telephone Service (Commercial)						
Year	Projected Service Cost	Plus [redacted] G&A and Fee	TOTAL PROJECTED	ACTUAL	Reconciled Difference	Action
1	[redacted]	=	[redacted]			Contractor shall invoice LaRC for reconciled amt.
2		=				**Contractor shall invoice LaRC for reconciled amt.**
3		=				

[Mod 48, 2/21/03]

IV. CATALOG

8. **Catalog of Services and Commercial Components (CSCC):** In accordance with Contract Section C.5.7, the full CSCC for LaRC shall be in place, fully operational, and available for orders/deliveries by November 1, 2000. The catalog shall have e-commerce capability to support on-line ordering by the end of transition, April 30, 2001. The Contractor shall include all other items/services necessary to smoothly and successfully implement and operate ODIN at LaRC. All LaRC NASA Civil Servants will be permitted to order from the CSCC, purchased at the appropriate level of support for the seat type. Catalog purchases shall be effective for 36 months from the date of initial catalog service delivery, unless 36 months is not applicable/appropriate to the purchased service and other terms are specifically stated in the catalog. Prices shall be one-time charges, or as otherwise agreed to by the DOCOTR

   The catalog shall clearly define, in precise and understandable terms, what coverage, support, etc., is included in catalog prices. Catalog items shall be priced in three categories in accordance with Master Contract Section G.1. All catalog purchases, whether Level I, II, or III, shall include re-installation during refresh. The CSCC shall be configured to allow for the use of Government Purchase Cards as appropriate , as well as for accepting and tracking catalog buys using facilitated processes tailored to this Center. The Contractor shall track and report all CSCC purchases monthly as set forth in DRD LaRC 2.

2. **Re-Utilization of Catalog Product or Unique Services:** If a seat with any catalog-purchased item(s) is deleted or cancelled, then the catalog service associated with that seat shall remain available for use by the Government for the remainder of the service period associated with the initial purchase of the catalog item. The service may be directly transferred to another seat or held in account by the Contractor until transferred to a new or existing seat, as directed by the DOCO/DOCOTR. A single re-utilization as described here will incur one Move/Add/Change (MAC) for the total transfer.

3. **Enterprise Value Add – Quantity Discounts for Catalog Purchases:** The Contractor shall offer discounts to LaRC based on quantities and total dollar of quarterly purchases The tables below reflect the specific discounts available.

Total Dollars Spent Within A Quarter	Total Discount
[redacted]	[redacted]

Quantity Discounts	Category	Percentage of Price Reduction
[redacted]	1 1 1 1	[redacted]

4. **ODIN Software Available on Catalog:** The Contractor shall have Standard Load, Triage1, and Triage2 software available on the catalog on the first day of the Delivery Order.

5. **Color Printer Services:** At a minimum, the following color print services shall be priced per desktop seat in the CSCC.

I. Basic Color Printer Services

The standard color printer shall support at a minimum, print page size of at least 8.5" X 14", print speed of 4 pages per minute, Postscript Level II, capability of printing transparencies, and resolution of 600 X 600 dpi. No printer may be shared with an organization outside of the serviced seat's organization (3-digit Org code) without DOCOTR approval. Pricing shall be for the following maximum distances from the serviced seat to the color printer, and shall be in the same building and, except for d., shall be on the same floor as the serviced seat:

(a.)Within the same office/cubicle
(b.)30 (walking) feet
(c.)60 (walking) feet
(d.)150 (walking) feet

II. Enhanced Color Printer Services

Provision of enhanced color printer services shall be priced per desktop seat in the CSCC. Enhanced printer capabilities include increased print page size, print and color quality, and, to include a minimum print page size of at least 11"X17", print speed of at least 6 pages per minute, and resolution of at least 1200 X 1200 dots per inch.

(a.)Within the same office/cubicle

(b.)30 (walking) feet
(c.)60 (walking) feet
(d.)150 (walking) feet

Additional color printer service levels exist at LaRC and should be included in the CSCC.

6. **Maintenance of Catalog Items:** For items purchased from the catalog, hardware maintenance is defined as "break-fix" and "return to service." For software purchase from the catalog, maintenance is defined in accordance with the manufacture's definition and licensing agreements. Service metrics for these maintenance items shall be the same as for the associated desktop seat.

V. HELP DESK AND METRICS

1. **Help Desk:** . The help desk shall be staffed 24 hours per day, 7 days per week. The goal is for the phone to be answered at the Help Desk within 30 seconds for 90% of the calls based on automated call distribution statistics collected at the help desk. The Contractor shall provide direct access to Remedy by non-ODIN service providers. Records shall remain open in the Intellicenter database and will be monitored until problem resolution and the service provider has closed the record. Non-ODIN calls and those serviced by non-ODIN service providers shall not negatively impact service delivery metrics. The Contractor shall provide LaRC customers immediate access to service request status through the service request form on the Intellicenter web site.

2. **Remote Help Desk Familiarity with LaRC:** The Contractor shall ensure Help Desk personnel are familiar with the Center's environment by:
   (a.)Initiating a core team for LaRC
   (b.)Providing for the core team to visit LaRC at least two times during phase-in and periodically thereafter, to:
   - Meet with ODIN support personnel
   - Meet with selected non-ODIN personnel
   - Participate in overview presentations on LaRC environment, culture, projects, etc.

   (c.)Developing an alternate team
   (d.)Providing core team meetings, training sessions, etc.
   (e.)Providing ODIN employee visits:
   (f.) Core team to LaRC
   (g.)LaRC-based ODIN personnel to IntelliCenter

3. **Telephone System Trunking for Help Desk Calls:** The Government will allocate 10 of its existing CO trunks for dedicated use for calls to the Contractor's offsite ODIN Help Desk. Additional trunking that may be required to support calls to the Help Desk shall be the responsibility of the Contractor.

4. **Tier One Help Desk Support:** The Tier one Help Desk personnel shall attempt to resolve a problem at time of initial call before referring it to Second level support for at most 15 minutes, unless a solution is determined to be eminent. Calls for which it is immediately apparent that they cannot be solved at the desk shall immediately be forwarded to level two. The goal for resolving calls at initial time of call is 70% for calls that can possibly be resolved without a deskside visit. The goal for all calls received by the help desk, including non-ODIN and hardware calls, is 50%.

5. **Level 1 Metrics F.1.1:** The following are the Level 1 metrics for LaRC.

Table F.1.1 – Level 1 Metrics Table

	Service Delivery (%)	Availability (%)	Customer Satisfaction (%)
Desktop User Services	98	98	93
Phone Service	95	99.9	98
Fax Service	95	99.5	96
Local Video Service	95	99.5	92
Administrative Radio Service	95	99.9	N/A
Public Address Service	N/A	N/A	N/A

6. **Level 2 Metrics:** The following are the Level 2 metrics for LaRC. Performance against these metrics will be used as part of determination for award of the Performance Retainage Pool (PRP). The Contractor shall report performance against these Level 2 metrics as part of the self-evaluation at the end of each PRP evaluation period.

Level 2 Metrics		
Performance Metrics	**Goal**	**Method of measurement**
IntelliCenter wait time less than 60 seconds	90% of calls	Automated call distribution statistics
Intellisource understands user environment	4 on 1-5 scale	Surveys and inquiry measurement
Intellisource ability to provide support to custom applications	4 on 1-5 scale and + trend	Surveys and Remedy trend analysis
Catalog ease of use	4 and + usability test	Surveys and usability testing
LaRC ODIN Website ease of use	4 and + usability test	Surveys and usability testing
Usability of Team-provided tools	+ on usability test	Usability testing
Internal Process Metrics	**Goal**	**Method of measurement**
Formal LaRC training of Intellisource-SAIC employees and Team members	All members	Training record inquiry
Processes to receive and act on customer suggestions in place	>35% participation	Participation
Customer Outreach effectiveness	>10% customer contact	Participation
Customer satisfaction surveys	>35% response	Participation
Internal communication methods and processes in place	ISO certification	Test level through certification
Services Metrics	**Goal**	**Method of measurement**
Usability of office automation software	4 on 1-5 scale	Surveys and inquiry measurement
Usability and reliability of email services	4 on 1-5 scale	Surveys and inquiry measurement
Satisfaction with replacement hardware	4 on 1-5 scale	Surveys and inquiry measurement
Satisfaction with network performance and availability	4 on 1-5 scale	Surveys and inquiry measurement

7. **Customer Satisfaction Metrics:** In accordance with Master Contract Section F.1.1.3, the Contractor shall define the method and mechanism for measuring customer satisfaction. The primary measure of the Customer Satisfaction Metric is herein defined to be the percent of respondents who choose a score of "Very Good" or "Excellent" on the following adjectival scale: Poor, Fair, Good, Very Good, and Excellent.

8. **Priority Service:** The process for upgrading a service call to a priority service, Contract Section C.5.9.4.2, is as follows: If any user calls the ODIN Help Desk to report a problem and identifies it as a "work stoppage," the ODIN Contractor shall refer the problem to the DOCOTR, or his designee, for approval prior to accepting it as a priority service call. Upon receipt of approval to treat this as a priority call, or if neither the DOCOTR nor his designee can be reached within 15 minutes of the ODIN Contractor initiating the attempted contact, the ODIN Contractor shall proceed with the call as a priority service.

VI SECURITY

1. **Center Policies/Contractor Access to LaRC:** The ODIN Contractor shall comply with all applicable LaRC policies and procedures including safety, security, and employee conduct at the Center. The following clauses are hereby incorporated in full text:

(a) LaRC 52.211-104, Observation of Regulations and Identification of Contractor's

(b) Employees LaRC 52.204-91, Security Program/Foreign National Employee

(c) ~~Investigative Requirements LaRC 52.204-90, Contractor Employee's Security Clearance~~ **[Mod 32, 5/14/02]**

(d) 1852.223-70, Safety and Health **[Mod 32, 5/14/02]**

(e) 1852.223-75, Major Breach of Safety or Security **[Mod 32, 5/14/02]**

(f) Notice of Violation Response **[Mod 32, 5/14/02]**

(a) OBSERVATION OF REGULATIONS AND IDENTIFICATION OF CONTRACTOR'S EMPLOYEES (LaRC 52.211-104) (APRIL 2000)

A. Observation of Regulations--In performance of that part of the contract work which may be performed at Langley Research Center or other Government installation, the Contractor shall require its employees to observe the rules and regulations as prescribed by the authorities at Langley Research Center or other installation including all applicable Federal, NASA and Langley or other local installation safety, health, environmental and security regulations.

B. Identification Badges--At all times while on LaRC property, the Contractor shall require its employees, subcontractors and agents to wear badges which will be issued by the NASA LaRC Badge and Pass Office, located at 1 Langley

Boulevard (Building No. 1228). Badges shall be issued only between the hours of 6:30 a.m. and 3:30 p.m., Monday through Friday. Contractors will be held accountable for these badges, and may be required to validate outstanding badges on an annual basis with the NASA LaRC Security Office. Immediately upon employee termination or contract completion, badges shall be returned to the NASA LaRC Badge and Pass Office. **[Mod 32, 5/14/02]**

(b) SECURITY PROGRAM/NON-U.S. CITIZEN EMPLOYEE ACCESS REQUIREMENTS (LaRC 52.204-91) (APRIL 2002)

Access to the LaRC by contractor non-U.S. citizen employees, including employees in permanent resident alien status, shall be approved in accordance with NPG 1371.2 and LMS-CP-4850. Administrative processing requires advance notice of between 20 to 45 days depending on the nationality of the non-U.S. citizen. Access authorization shall be for a maximum of one year, and must be reevaluated annually. Non-U.S. citizen employees must be under escort at all times while on Center by a U.S. citizen issued a LaRC identification badge. Request for Center access in excess of 90 days requires that a background investigation be conducted on the non-U.S. citizen employee. The processing of a background investigation requires the submittal of a NASA Form 531, "Name Check Request," and a fingerprint card application. Normal processing time for a background investigation is approximately 90 days. A favorably adjudicated background investigation shall allow non-U.S. citizen contractor employee limited unescorted access to the Center. Access shall be limited to work areas identified and deemed necessary and entry and egress to that site. **[Mod 32, 5/14/02]**

(c) "Reserved" [Mod 32, 5/14/02]

(d) SAFETY AND HEALTH (NFS 1852.223-70) (APRIL 2002)

(a) Safety is the freedom from those conditions that can cause death, injury, occupational illness, damage to or loss of equipment or property, or damage to the environment. NASA's safety priority is to protect: (1) the public, (2) astronauts and pilots, (3) the NASA workforce (including contractor employees working on NASA contracts), and (4) high-value equipment and property.

(b) The Contractor shall take all reasonable safety and occupational health measures in performing this contract. The Contractor shall comply with all Federal, State, and local laws applicable to safety and occupational health and with the safety and occupational health standards, specifications, reporting requirements, and any other relevant requirements of this contract.

(c) The Contractor shall take, or cause to be taken, any other safety, and occupational health measures the Contracting Officer may reasonably direct. To the extent that the Contractor may be entitled to an equitable adjustment for those measures under the terms and conditions of this contract, the equitable adjustment shall be determined pursuant to the procedures of the changes clause of this

contract; provided, that no adjustment shall be made under this Safety and Health clause for any change for which an equitable adjustment is expressly provided under any other clause of the contract.

(d) The Contractor shall immediately notify and promptly report to the Contracting Officer or a designee any accident, incident, or exposure resulting in fatality, lost-time occupational injury, occupational disease, contamination of property beyond any stated acceptable limits set forth in the contract Schedule; or property loss of $25,000 or more, or Close Call (a situation or occurrence with no injury, no damage or only minor damage (less than $1,000) but possesses the potential to cause any type mishap, or any injury, damage, or negative mission impact) that may be of immediate interest to NASA, arising out of work performed under this contract. The Contractor is not required to include in any report an expression of opinion as to the fault or negligence of any employee. In addition, service contractors (excluding construction contracts) shall provide quarterly reports specifying lost-time frequency rate, number of lost-time injuries, exposure, and accident/incident dollar losses as specified in the contract Schedule.

(e) The Contractor shall investigate all work-related incidents, accidents, and Close Calls, to the extent necessary to determine their causes and furnish the Contracting Officer a report, in such form as the Contracting Officer may require, of the investigative findings and proposed or completed corrective actions.

(f) (1) The Contracting Officer may notify the Contractor in writing of any noncompliance with this clause and specify corrective actions to be taken. When the Contracting Officer becomes aware of noncompliance that may pose a serious or imminent danger to safety and health of the public, astronauts and pilots, the NASA workforce (including contractor employees working on NASA contracts), or high value mission critical equipment or property, the Contracting Officer shall notify the Contractor orally, with written confirmation. The Contractor shall promptly take and report any necessary corrective action.

(2) If the Contractor fails or refuses to institute prompt corrective action in accordance with subparagraph (f)(1) of this clause, the Contracting Officer may invoke the stop-work order clause in this contract or any other remedy available to the Government in the event of such failure or refusal.

(g) The Contractor (or subcontractor or supplier) shall insert the substance of this clause, including this paragraph (g) and any applicable Schedule provisions and clauses, with appropriate changes of designations of the parties, in all solicitations and subcontracts of every tier, when one or more of the following conditions exist:

(1) The work will be conducted completely or partly on premises owned or controlled by the Government.

(2) The work includes construction, alteration, or repair of facilities in excess of the simplified acquisition threshold.

(3) The work, regardless of place of performance, involves hazards that could endanger the public, astronauts and pilots, the NASA workforce (including Contractor employees working on NASA contracts), or high value equipment or property, and the hazards are not adequately addressed by Occupational Safety and Health Administration (OSHA) or Department of Transportation (DOT) regulations (if applicable).

(4) When the Contractor (or subcontractor or supplier) determines that the assessed risk and consequences of a failure to properly manage and control the hazard(s) warrants use of the clause.

(h) The Contractor (or subcontractor or supplier) may exclude the provisions of paragraph (g) from its solicitation(s) and subcontract(s) of every tier when it determines that the clause is not necessary because the application of the OSHA and DOT (if applicable) regulations constitute adequate safety and occupational health protection. When a determination is made to exclude the provisions of paragraph (g) from a solicitation and subcontract, the Contractor must notify and provide the basis for the determination to the Contracting Officer. In subcontracts of every tier above the micro-purchase threshold for which paragraph (g) does not apply, the Contractor (or subcontractor or supplier) shall insert the substance of paragraphs (a), (b), (c), and (f) of this clause).

(i) Authorized Government representatives of the Contracting Officer shall have access to and the right to examine the sites or areas where work under this contract is being performed in order to determine the adequacy of the Contractor's safety and occupational health measures under this clause.

(j) The contractor shall continually update the safety and health plan when necessary. In particular, the Contractor shall furnish a list of all hazardous operations to be performed, and a list of other major or key operations required or planned in the performance of the contract, even though not deemed hazardous by the Contractor. NASA and the Contractor shall jointly decide which operations are to be considered hazardous, with NASA as the final authority. Before hazardous operations commence, the Contractor shall submit for NASA concurrence --

(1) Written hazardous operating procedures for all hazardous operations; and/or

(2) Qualification standards for personnel involved in hazardous operations.

[Mod 32, 5/14/02]

(e) MAJOR BREACH OF SAFETY OR SECURITY (NFS 1852.223-75) (FEBRUARY 2002)

(a) Safety is the freedom from those conditions that can cause death, injury, occupational illness, damage to or loss of equipment or property, or damage to the environment. Safety is essential to NASA and is a material part of this contract. NASA's safety priority is to protect: (1) the public; (2) astronauts and pilots; (3) the NASA workforce (including contractor employees working on NASA contracts); and (4) high-value equipment and property. A major breach of safety may constitute a breach of contract that entitles the Government to exercise any of its rights and remedies applicable to material parts of this contract, including termination for default. A major breach of safety must be related directly to the work on the contract. A major breach of safety is an act or omission of the Contractor that consists of an accident, incident, or exposure resulting in a fatality or mission failure; or in damage to equipment or property equal to or greater than $1 million; or in any "willful" or "repeat" violation cited by the Occupational Safety and Health Administration (OSHA) or by a state agency operating under an OSHA approved plan.

(b) Security is the condition of safeguarding against espionage, sabotage, crime (including computer crime), or attack. A major breach of security may constitute a breach of contract that entitles the Government to exercise any of its rights and remedies applicable to material parts of this contract, including termination for default. A major breach of security may occur on or off Government installations, but must be related directly to the work on the contract. A major breach of security is an act or omission by the Contractor that results in compromise of classified information, illegal technology transfer, workplace violence resulting in criminal conviction, sabotage, compromise or denial of information technology services, equipment or property damage from vandalism greater than $250,000, or theft greater than $250,000.
(c) In the event of a major breach of safety or security, the Contractor shall report the breach to the Contracting Officer. If directed by the Contracting Officer, the Contractor shall conduct its own investigation and report the results to the Government. The Contractor shall cooperate with the Government investigation, if conducted.

[Mod 32, 5/14/02]

(f) **Notice of Violation Response** -- The Contractor shall respond to any Notice of Violation (NOV) issued for safety violations to the prime itself or its' subcontractors within three working days of issuance. The response should include cause for violation; mitigation of impact, if applicable; planned prevention of recurrence. Response shall be submitted to the issuer of the NOV.
[Mod 32, 5/14/02]

2. **Security requirements:** The attached Form DD-254 is hereby incorporated into the Delivery Order as Attachment IV.

3. **Information Technology (IT) Security Roles and Responsibilities:** Information technology (IT) security is an inherently Governmental function under the direction of the Center Information Technology Security Manager (CITSM). IT security includes the operations, configuration, maintenance and monitoring of all LaRC-owned devices connected to LaRCNET for the purposes of intrusion detection, vulnerability scanning, monitoring on-going IT security incidents, penetration testing, and providing firewalls (including firewalls not on the perimeter of LaRCNET). Accordingly, these specific activities will not be the responsibility of the ODIN Contractor.

   The Government also specifies the policies and configurations to be used on devices on the perimeter of LaRCNET to include, but not be limited to, border routers, servers for Langley Remote Access (LaRA) authentication, routers for ICASE, the EOS DAAC, DECNET, Langley Air Force Base, local Contractors and GTE Internet. These configurations may not be changed without the explicit permission of the CITSM, except in an emergency situation, in which case the CITSM will be notified at the earliest possible moment to ratify the emergency action or to direct that it be modified.

Other services such as the X.500 Directory, the LaRC E-mail Post Office and Domain Name Service (DNS) are critical to IT security. In particular the X.500 Directory supports both the E-mail Post Office and the Public Key Infrastructure (PKI). (Another Contractor will operate the Registration Authority for the PKI through the LaRC Security Office.) The configuration of these systems will be based on broad policy given by the CITSM and will receive extensive scrutiny, which may include specific direction to institute particular protective measures.

The ODIN Contractor shall be responsible for the maintenance and operations of all devices (hardware and software) that comprise LaRCNET. These components include, but are not be limited to the Isolation Local Area Network (ISOLAN), the LaRCNET Backbone FDDI Ring, the LaRCNET Direct Attach FDDI Ring, all Ethernet segments within the buildings on LaRC, and any LaRCNET segments that may be external to the Center firewall. The ODIN Contractor shall be responsible for the maintenance and operations of all devices (hardware and software) that comprise LaRC-owned sub-networks outside the firewall. The ODIN Contractor shall comply with all NASA and LaRC IT security policies. It shall not permit any system to remain connected to LaRCNET if it is physically connected to another network or to has an active modem, without explicit written authorization from the CITSM.
The ODIN Contractor shall report anomalous network behavior to the appropriate LaRC Offices or other Contractors. The ODIN Contractor shall configure, operate and manage all devices (such as sniffers) that are designed to monitor the performance of the network, but only to isolate performance or configuration problems. If these devices do uncover any suspicion of unauthorized utilization or suspected IT security incident (as defined in NPG 2810.1) or non-compliance with LaRC minimum IT security configuration (LAPD 2810.2), the anomaly shall be immediately reported to the CITSM. At the direction of the CITSM, the ODIN Contractor shall take action to isolate specific systems from the remainder of LaRCNET as the result of an incident or severe vulnerability. The ODIN Contractor shall reconnect systems that have been so isolated only at the direction of the CITSM. The ODIN Contractor shall provide Network Operations Center (NOC) functions. Additionally, the Contractor shall be responsible for prompt, efficient and professional coordination with the non-ODIN Contractor for all suspected IT security incidents, including facilitating the installation of devices such as sniffers by the non-ODIN Contractor to investigate and monitor these incidents. The ODIN Contractor shall not perform any IT security vulnerability scanning or monitoring without the explicit written direction of the CITSM.

The ODIN Contractor shall not permit any system with known high-risk vulnerabilities to be connected to the network, without the explicit written permission of the CITSM. When vulnerabilities are discovered on ODIN managed seats, the ODIN Contractor shall expeditiously take appropriate corrective action. The ODIN Contractor shall procure Center-wide licenses and maintenance for anti-virus software and shall ensure that it is installed and current (through frequent, periodic automatic updates) on every system, as appropriate. Similarly, the ODIN Contractor shall procure Center-wide licenses and maintenance for the PKI certificates and plug-in software and shall ensure that it is installed and current on every system, as appropriate. The ODIN Contractor shall also provide customer support for anti-virus and PKI software as required. The ODIN

Contractor shall facilitate IT security plans for any systems that contain primarily ODIN seats. It shall also support audits and risk assessments conducted by the Government or its representatives for any systems or devices connected to LaRCNET. The ODIN Contractor shall facilitate the escalation of any activity that may impact performance and availability or cause non-compliance with NASA or LaRC policy or procedures.

The non-ODIN Contractor shall be available to assist the ODIN Contractor in the identification, isolation and development of resolution strategies for anomalous internal LaRCNET behavior.

VIII. ATTACHMENTS

I. LaRC DRDs 1 through **6 7** ~~**, (9 Pages Total)**~~

1. **Property Reporting**
2. **Reports Supporting Invoice**
3. **Service Summary**
4. **Subcontracting Goals**
5. **Incident Report**
6. **Safety and Health Plan and IT Security Plan**
7. **Safety and Health Reports**

II. Software Triage List
III. Sign-up inventory/quantities/LaRC Price Model
IV. Form DD-254
V. Standard Load Software
VI. LaRC Standard Baseline Hardware
VII. LaRCNET Architecture, Standards, and Configuration Document
VIII. Attachment R (Technology Refreshment Baseline) **[Q-17 -- Mod 51, 4/4/03]**

ADDENDUM 1

Seat and Service Model Variations

I. Desktop Seat/Service Model Variations: The following variations, revisions, and clarifications to the Desktop Service Model, master contract Section E, are applicable:

A. Platform for GP3 seats:

Entry-Level Laptop is an option.
High-End Laptop is standard.

1. High-End Combo Laptop (new service level) is an option. In addition to the features and functionality of the High-End Laptop platform, the High-End Combo Laptop shall include the necessary docking station and peripherals to provide full GP3 seat functionality, including, at a minimum, a port replicator/dock, microphone, stereo sound capability (basic beyond beep), external keyboard and mouse, and an additional power supply. If the docking station includes its own power supply, this will count as one of the two power supplies requested.
2. High-End Lightweight Laptop (new service level) is an option. The High-End Lightweight Laptop shall not exceed 3.5 lbs. in weight (base computer components i.e. processor, motherboard, ram, hard-disk, screen, keyboard and mouse, integrated card bus slots, either floppy or CD-ROM and system battery), and shall include all features and functionality of the High-End Laptop platform and commercially-available lightweight/ultraportable laptops, including, at a minimum, processor, display, full function keyboard, modem, hard disk and connection for external peripherals. Note: If no lightweight laptop that meets the ~~**NSTL**~~ **Alterion [Mod 25, 2/14/02]** ranking requirement for the platform "high" service level is commercially available, the processor performance shall be the highest (in terms of MHz) which is commercially available at the time of the ~~**NSTL**~~ **Alterion [Mod 25, 2/14/02]** update.
3. High-End Lightweight Combo Laptop (new service level) is an option. In addition to the features and functionality of the High-End Lightweight Laptop platform, the High-End Combo Laptop shall include the necessary docking station and peripherals to provide full GP3 seat functionality, including, at a minimum, a port replicator/dock, microphone, stereo sound capability (basic beyond beep), external keyboard and mouse, and an additional power supply. Note: If no lightweight laptop that meets the ~~**NSTL**~~ **Alterion [Mod 25, 2/14/02]** ranking requirement for the platform "high" service level is commercially available, the processor performance shall be the highest (in terms of MHz) which is commercially available at the time of the ~~**NSTL**~~ **Alterion [Mod 25, 2/14/02]** update.

B. Platform for SE2 seats:

1. Premium (new platform service level) is an option. The Premium desktop platform is at or above the 95% percentile (per appropriate PC or MAC type) on

relevant ~~NSTL~~ **Alterion [Mod 25, 2/14/02]** benchmark lists, making it a top performance system. The Premium platform service level also:

(a) Supports desktop publishing that utilizes advanced 2D graphics acceleration, large system bandwidth, cross-platform capability and superior display technology with color calibration capabilities.

(b) Support modeling that utilizes graphics horsepower, memory, ultra-fast I/O, and bandwidth to render complex 2D/3D models and images with large polygon counts in real time.

(c) Supports image processing that utilizes bandwidth and memory capacities to allow visual professionals load, pan, zoom, view, and edit large images at interactive speeds.

(d) Supports video editing that utilizes an integrated analog video interface and wide system bandwidth for professional video editing capabilities at interactive speeds.

(e) Supports simulations that utilize extraordinary throughput for visualization of large, complex databases and models.

(f) Supports software development that utilizes accelerated 2D, 3D, imaging, and I/O capabilities, and leverages the OpenGL extensions integrated into the system.

(g) Is capable of accessing the minimum Agency and Center standard office automation software suite at acceptable performance levels.

(h) Includes, at a minimum, 512MB RAM, 10MB RAM on video card, 10GB hard drive and 19" monitor with minimum video display resolution of 1600x1200 with 32 bit color depth.

(i) Fulfills functional requirements using a single CPU on a motherboard with the capability to support multiple CPUs for maximum system and graphical capabilities.

C. ODIN Application Software: For the SE2 and SE3 seats, Standard Application Software Suite is standard; None is optional.

D. Hardware Maintenance, System Software Maintenance, and ODIN Application Software Maintenance:

~~1. For all GP and SE seats:~~

~~(a) Hardware Maintenance, System Software Maintenance, and ODIN Application Maintenance are coupled, i.e., selected service level must be the same for all three.~~

~~(b) Premium is the standard.~~

~~(c) Regular is an option.~~

~~(d) None and Basic are not options.~~

~~2. For MA and NAD seats, Hardware Maintenance and System Software Maintenance are coupled, i.e., selected service level must be the same for both. (ODIN Application Software Support is not applicable.)~~

~~3. For MA1 and MA2 seats:~~

~~(a) Premium is the standard service level.~~

~~(b) Regular is an option.~~

~~(c) Basic is not an option.~~

~~4. For NAD seats, Basic is not an option.~~

[Mod 39, 9/10/02]

1. For all GP and SE seats:
   (a) Hardware Maintenance, System Software Maintenance, and ODIN Application Maintenance are coupled, i.e., selected service level must be the same for all three.
   (b) Premium is the standard.
   (c) Regular is an option.
   (d) None and Basic are not options.
2. For MA1, **MA2,** and NAD seats, Hardware Maintenance and System Software Maintenance are coupled, i.e., selected service level must be the same for both. (ODIN Application Software Support is not applicable.)
3. For MA1 and MA2 seats:
   (a) Premium is the standard service level.
   (b) Regular is an option.
   (c) Basic is not an option.
4. For NAD seats, Basic is not an option.

5. For MA Peripheral and MAPR2 seats, Hardware Maintenance is the only applicable maintenance service. (ODIN Application Software Support System and Software Maintenance are not applicable.)

6. For MA Peripheral seats:
   (a) Premium is the standard service level.
   (b) Regular is an option.
   (c) Basic is not an option.

7. For MAPR2 seats:
   (a) Premium is the standard service level.
   (b) Regular is not an option.
   (c) Basic is not an option.
   (d) Enhanced is not an option.
   (e) Critical is not an option.

[Mod 39, 9/10/02]

E. Hardware Technology Refreshment: For GP1, GP2, and GP3 seats, Basic and Regular are not options.

F. Software Technology Refreshment:
1. The Regular level of software technology refreshment requires that software be refreshed within one year of the latest release by the software vendor. Releases that occur prior to the start of the Delivery Order shall be implemented relative to the vendor release date, e.g., if a vendor release occurs three months before the Deliver Order start date, the release shall be installed within nine months of Deliver Order start. Any deviation requires DOCOTR approval.

2. Enhanced is not an option.

G. Moves, Adds, and Changes: Enhanced is not an option.

H. Integrated Customer Support/Help Desk: Basic is not an option.

I. Training: For GP and SE seats, None is an option.

J. System Administration for Desktops:

1. For NAD seats, Enhanced is an option.
2. The desktop System Administration service description for all seat types is revised to be: Provides system administration services. Depending on service level, services may be basic network security compliance; basic and enhanced security management; performance monitoring and optimization; problem tracking and error detection; account management; configuration management; and user support. In addition, the following services are to be provided at each service level:
   a. Basic Service Level:
      (1) Network protocol administration
      (2) Email account management
      (3) Access to and management of Center's domain-available peripherals and services (USENET, time, DNS, etc.)
      (4) Basic security compliance management, including information about and access to system security patches, network services access control mechanisms with installation guidelines, and/or on-site installation assistance.
      (5) Response within 2 working days for customer requests.
   b. Regular Service Level:
      (1) Network protocol administration
      (2) Email account management
      (3) Access to and management of Center's domain-available peripherals and services (USENET, time, DNS, etc.)
      (4) Network security management
      (5) User account management for enterprise services (such as email, UNIX, NT, and user and group entries where appropriate for seat).
      (6) Provision of Configuration Guidelines and/or remote or on-site system software installed according to those guidelines where applicable.
      (7) Workstation host level security, including information about and access to system/application security patches, network services access control mechanisms and/or anti-virus mechanisms with installation guidelines and/or remote or on-site installation.
      (8) System software problem resolution
      (9) Hardware procurement configuration consultation
      (10) Response by next working day for customer requests.
   c. Enhanced Service Level *
      In addition to all services of the Regular service level, includes a pre-negotiated set of the following services, nominally provided by a dedicated systems administrator:
      (1) Deskside response within 30 minutes.

(2) Local, customized backup, restore, and archive service
(3) Site specific license management for Triage 3 applications
(4) Direct on-site user education and assistance
(5) Site specific consistent system configurations
(6) Site specific system documentation
(7) Deskside system administration functions to support the installation and effective execution of organizational specific applications
(8) Daily system monitoring
(9) System-level performance monitoring, tuning and optimization
(10) Site-specific client-server and network configuration management
(11) Deskside per system account management (e.g. create, lock, and remove IDs)
(12) Site-specific peripheral management
(13) Web server and installation and administration and web-site management
(14) Address ongoing and emerging life cycle system administration issues for the installed computing environment.
(15) Perform capacity planning and site architecture to optimize use of information technology resources.

* **Minimum number of seats within a building/close proximity area is approximately 20. Minimum order period is 12 months. Seat groupings may combine into multiple organizations within a building.**

K. Shared Peripheral Services:

1. For all seat types, color print services are not provided as part of shared peripheral service levels. (Color print services will be purchased as needed from the catalog.)
2. A new service level, "Critical" is created; all service levels for shared black & white-shared peripheral services are:

Basic:	B&W services within 150 feet on same floor
Regular:	B&W services within 60 feet on same floor
Enhanced:	B&W services within 30 feet on same floor
Critical:	B&W services within office/cubical on same floor

In all cases distances shall be measured in "walk-able" feet (i.e., the measured distance between the peripheral and the desktop must be along a regular walked path).
3. For GP and SE seats, None is not an option.
4. The definition of Shared Peripheral Services is revised to be: Provides access to shared black & white printers. Networked black & white print services shall support, at a minimum, 600 dpi, Postscript Level II, 20 pages per minute plain text, and capability of printing transparencies. Refreshment of shared black & white printers shall occur at least every 5 years with no more than a 3 year average for all shared black & white printers OR when utilization of a given black & white printer reaches 80% of the Recommended Service Interval, RSI. The RSI is when the manufacturer recommends major component replacement, and

is based on utilization, i.e., number of pages printed. Print jobs that become stuck in the print queue shall be cleared within 90 minutes of being reported.

5. ~~If a customer(s) is signed up for print services and the "footprint" of the provided printer is too large for the office/facility environment, then subject to agreement from the customers sharing the printer, ODIN shall provide an alternative smaller "footprint" printer that may be substituted upon request of the customer and concurrence of the DOCOTR. These alternate smaller "footprint" printers are not required to meet the minimum page-per-minute requirements of the Master contract, but the speed of the substituted printer will be a consideration in the DOCOTR concurrence for substitution. [Mod 11, 6/5/01]~~ **[Mod 41, 10/24/02]**

5. **Subject to agreement of the customer(s) using the printer and approved by the DOCOTR, ODIN may provide an alternative smaller printer in the following cases:**
   a. **For a customer(s) who subscribes to critical print service and requires a dedicated printer;**
   b. **For customers signed up for shared peripheral print services whose collective print volume is very low or if the "footprint" of the usual printer is too large for the office/facility environment.**

   The alternate smaller printers are not required to meet the minimum page-per-minute requirements of the Master Contract, but the speed of the substituted printer will be a consideration in the DOCOTR concurrence for substitution. If the customer is dissatisfied with the performance of the smaller printer, ODIN shall replace, at no additional cost to the Government, the smaller printer with the larger printer.

   [Mod 41, 10/24/02]

L. Local Data Backup and Restore Services: For GP and SE seats, Basic is standard and None is an option.

M. Laptop Loaner Pool Management Services: Laptop loaner pools shall be managed (including pick-up and drop-off) at the organizational level defined by each Center.

II. **Server Services Seat Model Variations: The following variations, revisions, and clarifications to the Server Services Service Model, Master Contract Section E, are applicable to this Delivery Order:**

A. System Administration for Server Services: Regular is standard; Enhanced is an option.

B. Maintenance: Regular is not an option.

C. Performance Delivery:
   a. For WEB1 and WEB2 seats:
      1. Regular is an option.

2. Premium is the standard, and is defined to be Institutional Web, typically accessed by the institution (Center).
3. Enhanced is defined to be Agency Web, typically accessed by the Agency.
4. Critical (new service level) is defined to be Public Web, typically accessed by the public over Internet connection.

D. For APP1 seats:
1. Enhanced is defined to be Agency Application/Database Server, typically unitized by the Agency.
2. Critical (new service level) is defined to be Public Application/Database Server, typically utilized by the Public.

E. For COMP1 seats:
1. Enhanced is defined to be Agency Computational Server, providing equivalent processing power of a 120 CFPRate SPECMark computational server to the Agency.

F. For FILE1 seats:
1. Basic is defined to be Workgroup File Space, typically accessed by a small workgroup, at transfer rates consistent with the users' LAN service levels.
2. Premium is defined to be Institutional File Space, typically accessed on a centerwide basis, at transfer rates consistent with the users' LAN service levels.
3. Enhanced is defined to be Agency File Space, typically accessed by users throughout the Agency, at transfer rates consistent with intra-center connectivity.
4. Critical (new service level) is defined to be Public File Space, accessible to the Public at transfer rates consistent with intra-center connectivity.

III. Communication Seats/Service Model Variations: The following variations, revisions, and clarifications to the Communication Seat/Services Service Model, master contract Section E, are applicable to this Delivery Order:

A. Moves/Adds/Changes: Enhanced is not an option.

B. Restore to Service: Basic is not an option; Regular is an option; Premium is the standard.

C. For Phone Service Seats, "None" is an instrument option. No phone instrument shall be provided when the None instrument service level is selected. This service level is intended for use with special or customer-provided equipment that utilizes a phone line.